
CUSTOMER CARE REGISTRY

ABSTRACT AND INTRODUCTION

TEAM DETAILS:

Team No : PNT2022TMID10783
College Name : IFET College of Engineering
Department : Electronic and communication Engineering

TEAM MEMBERS:

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PROJECT DESIGN PHASE - II

DATE	13 November 2022
TEAM ID	PNT2022TMID10783
PROJECT NAME	CUSTOMER CARE REGISTRY
MAXIMUM MARKS	2 Marks

Abstract

To establish the cloud application is to resolve the problems faced by the customer and also to provide the satisfaction . This application is deployed to help the customer to resolve their queries by raising the complaints for the specific products . Then , the complaint to forwarded the agent by the admin . And the customer will also have the option to know the status of the complaints at each stage with the email notification.

Introduction

A company will grow based on the client satisfaction . The client will expect efficient products and they are ready to pay the high amount for the service. From the user perspective , smart device end up semipermanent client relationship . Corporations so build to produce an efficient service to the customers. However , many criticism in inevitable. However , an honest recovery will flip angry . Complaints are helpful resulting in concept for rising and improving service in the upcoming year. Structured client criticism management is good for downside impeding within the long run. This project develop such a customer care register model. Researchers show that solely many discontent customers really complain and provide the corporate a chance to correct itself .

Workflow of the project

This application is developed to resolve the customer issue . The customer can raise the tickets with the details information if they need any assistant . An dedicated agent will be assigned to the customer to resolve the issue and the status the of the current stage will be updated to the customer through mail . The admin will assign the agent for the customer issue . Finally , He will be track the stages of the issue and the notification will be sent to the customer . Customer can register for a account. After the login , they can provide the issue with description of the problem. Each customer will be assigned with the agent .

Required Software Dependencies:

- Python
- Flask
- Docker

System requirements:

- 8GB Ram
- Intel i3(core) or Greater
- OS – windows/Mac/Linux
- PC or Laptop



*Thank
You!*