

CUSTOMER CARE REGISTRY

ABSTRACT & INTRODUCTION

TEAM DETAILS:

TEAM ID : PNT2022TMID34324

COLLEGE NAME : CAPE INSTITUTE OF TECHNOLOGY

DEPARTMENT : ELECTRONICS AND COMMUNICATION ENGINEERING



ABSTRACT

Customer care is more than just providing great customer service. It's a proactive approach to providing information, tools, and services to customers at each point they interact with a brand. Customer care and customer service together help create a positive customer experience, or the overall impression a person has when interacting with your company. So to create a good service environment, we create a cloud application to satisfy the customer needs and solving their problems. If a customer is facing any issue related to a product, this application allows them to raise the particular issue. The complaint is then reviewed by the admin and then agents are allocated accordingly. The respective customer will get notifications through their email throughout the process.



INTRODUCTION



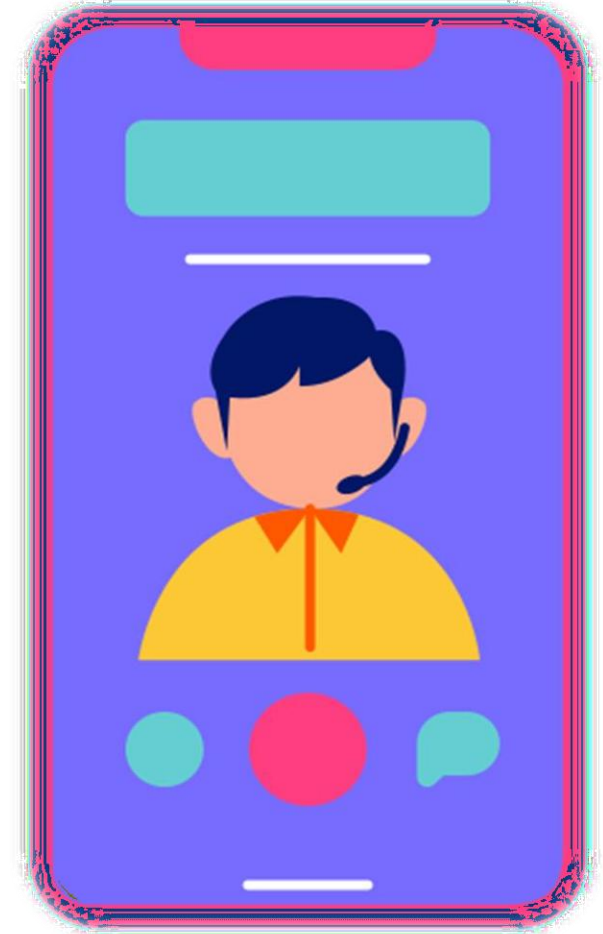
No matter how well a service provider or a company runs their businesses, it will eventually be challenged with unsatisfied customers. These customers normally will lodge complaints. All received complaints from customers should be looked into and managed well in order to ensure great customer experience. Hence, it is important to provide a helpful and convenient customer support solution system. The cloud based system is highly recommended to be implemented due to its major advantages and benefits. The impact of using a cloud based system includes reducing operating cost, improving time to market, increasing flexibility and supporting better collaboration between company, employees and customers remotely as compared to the previous traditional way of acquiring and managing data and/or information. Additionally, the implementation of marketing strategies between the company and customers may also be supported

WORKFLOW

This Application has been developed to help the customer in processing their complaints. The customers can raise the ticket with a detailed description of the issue. An Agent will be assigned to the Customer to solve the problem. Whenever the agent is assigned to a customer they will be notified with an email alert. Customers can view the status of the ticket till the service is provided.

Admin : The main role and responsibility of the admin are to take care of the whole process. Starting from Admin login followed by the agent creation and assigning the customer's complaints. Finally, He will be able to track the work assigned to the agent and a notification will be sent to the customer.

User: They can register for an account. After the login, they can create the complaint with a description of the problem they are facing. Each user will be assigned with an agent. They can view the status of their complaint.



REQUIREMENTS



SOFTWARE REQUIREMENTS:

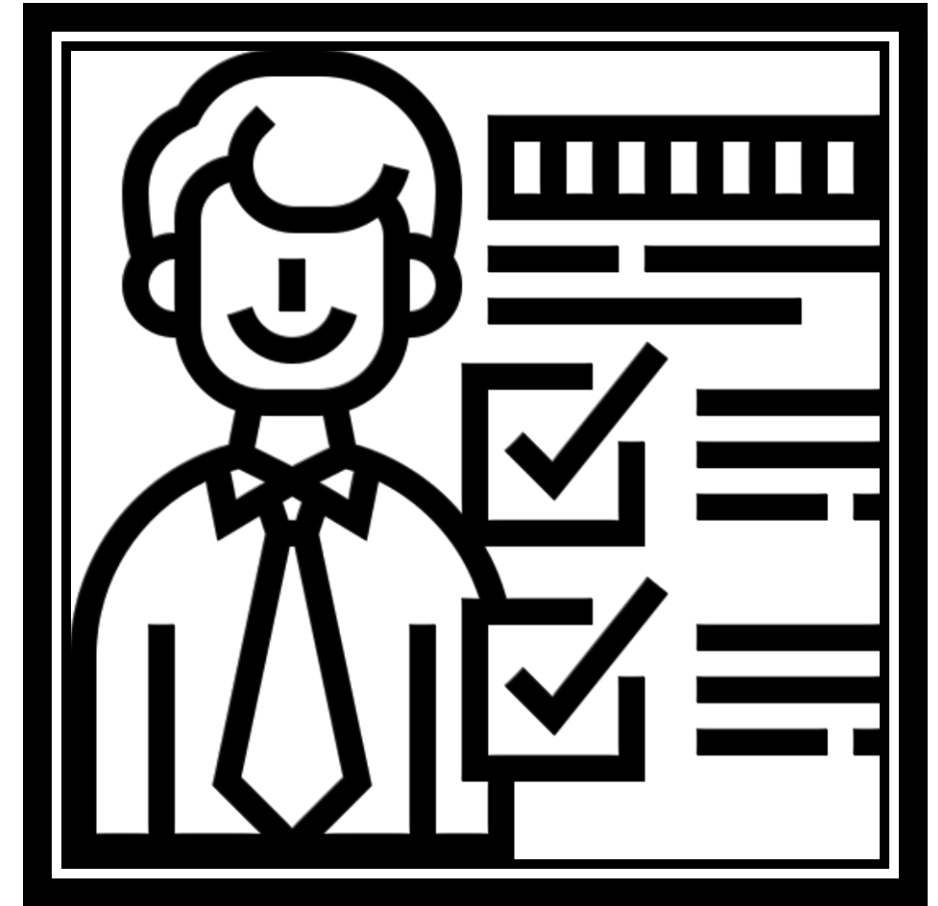
- ❖ Python
- ❖ Flask
- ❖ Docker

SYSTEM REQUIREMENTS:

- ❖ 8GB RAM
- ❖ Intel Core i3
- ❖ OS-Windows/Linux/MAC
- ❖ Laptop or Desktop

REFERENCES

- ❖ Nurulhuda Mustafa, Lew Sook Ling and Siti Fatimah AbdulRazak “*A Proposed Cloud Based Solution for Customer Satisfaction in Telecommunication Industry*”, University College London [Online].
Available: <https://ieeexplore.ieee.org/document/9073658>.
- ❖ Godson Michael D’silva , Sanket Thakare , Sharddha More and Jeril Kuriakose “*Real World Smart Chatbot for Customer Care using a Software as a Service (SaaS) Architecture*” Information Technology Department, St. John College of Engineering and Technology, Palghar, India[Online]
Available: <https://ieeexplore.ieee.org/document/8058261>.



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Thank You!