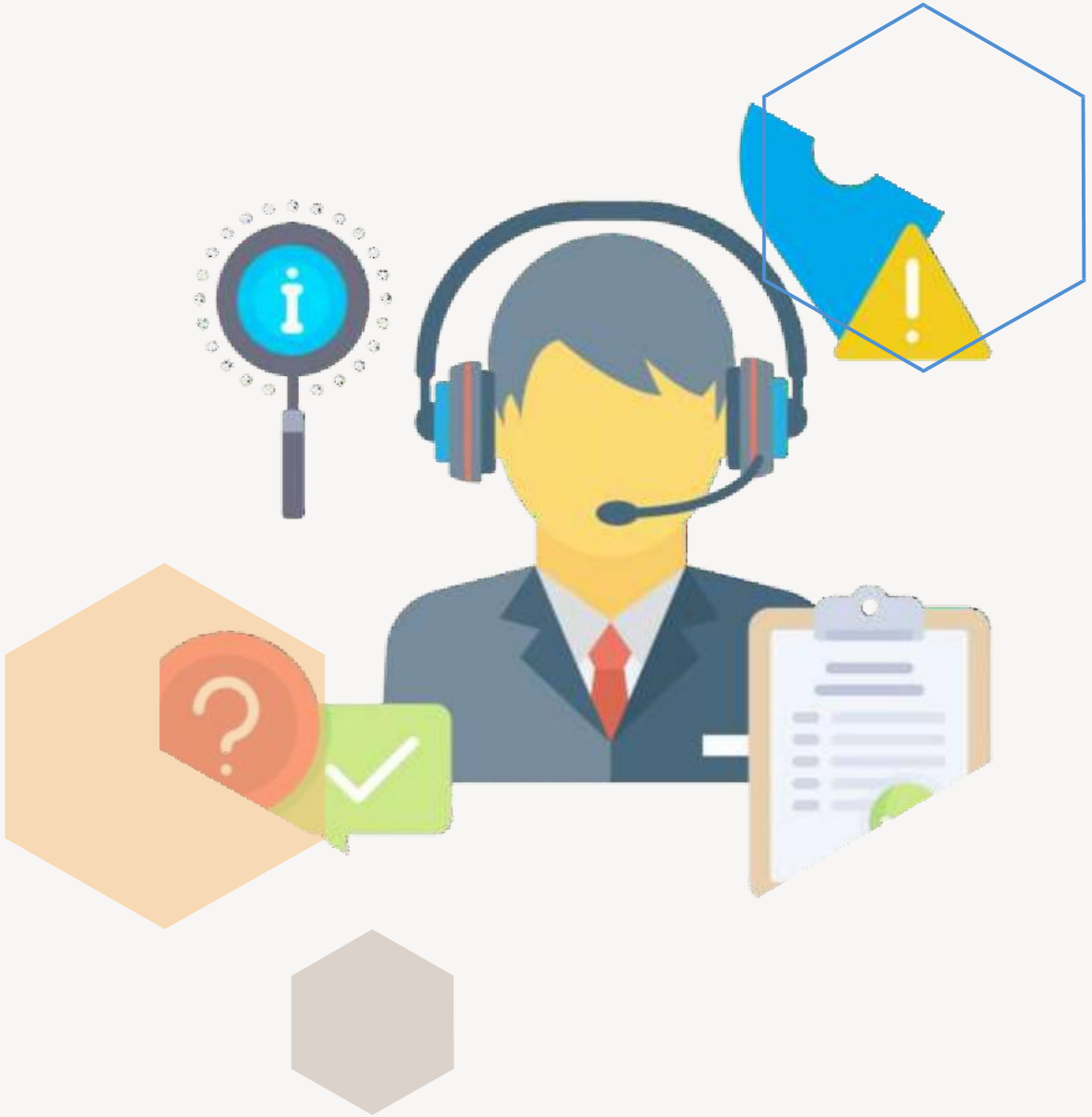
CUSTOMER CARE REGISTRY

ABSTRACT AND INTRODUCTION



TEAM DETAILS:

Team No : PNT2022TMID10772

College Name: IFET College of Engineering

Department: Electronics and Communication Engineering

TEAM MEMBERS:

- PRASANNAKUMAR.M
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Solution Requirements

PROJECT PHASE DESIGN-II

ABSTRACT AND INTRODUCTION

DATE	**24 September 2022**
TEAM ID	PNT2022TMID10772
PROJECT NAME	Customer Care Registry
MAXIMUM MARKS	2 Marks

Solution Requirements

ABSTRACT:

- To establish the cloud application is to resolve the problems faced by the customer and also to provide the satisfaction. This application is established to help the customer to resolve their queries by raising the complaints for products they intended. 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 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. Researchers show that solely many discontent customers really complain and provide the corporate a chance to correct itself. Structured client criticism management Is good for down side impeding within the long run. This project develop such a customer care register model.

WORKFLOW OF THE PROJECT :

- This application is developed to resolve the customer queries. The customer can raise the issues with the details information if they need any assistant. An particular agent will be assigned to the customer to resolve the issues 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.

WORKFLOW OF THE PROJECT:

- Python
- Flask
- Docker

SYSTEM REQUIREMENT:

- 8GB RAM
- Intel Core Processor i5
- OS-Windows
- Pc or Laptops

REFERENCE :

- M.Baye, Managerial Economics & Business Strategy McGraw-HillEducation, London, Abacus: The Under cover Economist, vol.2013,pp.12-23,2017.

- P. T. Baboli, M. Eghbal, M. P. Moghaddam, and H. Aalami, ‘‘Customer behavior based demand response model,’’ in Proc. IEEE Power Energy Soc. General Meeting, Jul. 2012.

- C. W. Potter, A. Archambault, and K. Westrick, ‘‘Building a smarter smart grid through better renewable energy information,’’ in Proc. IEEE/PES Power Syst. Conf. Expo., Mar. 2009

Thank you