CUSTOMER CARE REGISTRY

ABSTRACT & INTRODUCTION

ABSTRACT

TEAM DETAILS:
- **Team No** : PNT2022TMID10732
- **College Name** : IFET COLLOGE OF ENGINEERING
- **Department** :Electronics and communication engineering

➤ Making a cloud application encourages users to use the pertinent business product while also resolving customer complaints.

➤ This service enables a user to voice their complaints on a product-related issue.

➤ The customer's issues must be completely described, along with their priority level.

➤ After the admin has looked at the issues raised by the customer, the agents are then assigned to them. Concerns are sent to the procedure via email to the specific client. They can also see the progress of the complaints.

INTRODUCTION

➢ Every company centres its attention on its clients. The wretched existence of a firm depends on customer satisfaction.

➢ The customer expects superior services and is even prepared to pay extra for them.

➢ From the perspective of the client, smart service quality produces semipermanent client ties as demonstrated by repeat business, cross-selling, and referrals of the service to others.

➢ The underlying distinctions between manufacturing and services are what increase the difficulty of service quality overall.

➢ Businesses go to great lengths to offer excellent services that will please customers.

➢ Nevertheless, despite best efforts, it is inevitable to receive some criticism from colleagues occasionally.

➢ A true turnaround, however, will convert irate, dissatisfied clients back into supporters.

➢ Realizing how important it is to treat customers fairly and professionally

WORK FLOW OF PROJECT

➢ Every business places a heavy emphasis on its customers. A company's miserable survival depends on client contentment.

➢ The customer is willing to pay more for better services because they expect them. Smart service quality creates semipermanent client bonds, as evidenced by recurring business, cross-selling, and recommendations of the service to others, from the client's point of view.

➢ The fundamental differences between manufacturing and services are what make service quality in general more challenging. In order to provide good services that will satisfy clients, businesses go to considerable lengths.

➢ Nevertheless, despite your best efforts, you will inevitably encounter some criticism from your peers from time to time.

➢ However, a genuine reversal will turn angry, disgruntled customers back into supporters. recognising the value of treating customers fairly and professionally

S O F T W A R E S

SOFTWARE REQUIRED:

- ➤ PYTHON,
- ➤ FLASK,
- ➤ DOCKER

THANK YOU