

CUSTOMER CARE REGISTRY

ABSTRACT & INTRODUCTION

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TEAM DETAILS:

- **Team No** : PNT2022TMID10739
- **College Name** : IFET COLLOGE OF ENGINEERING
- **Department** :Electronics and communication engineering

Creating a cloud application not only addresses customer grievances but also encourages customers to use the relevant business product. This programme enables a user to complain about the problem they are having with the merchandise. The issues that the customer is experiencing must be fully described, along with their priority level. The agents are then assigned to the concerns brought up by the consumer after the admin has examined them. The process is notified by email to the specific client of the concerns. Additionally, they are able to view the complaints' status.

INTRODUCTION

- Every business places its customers at the core of its focus. On customer happiness, business's miserable life hinges. The client demands top-notch services and is even willing to pay more for them. From the standpoint of the customer, smart service quality results in semipermanent client connections as evidenced by re-patronage and cross-selling, as well as customer recommendations of the service to others. The fundamental differences between services and manufacturing are what add to the overall complexity of service quality. Businesses make every attempt to provide top-notch services that will satisfy clients . Nevertheless, occasional criticism from associates is unavoidable despite best attempts. However, a sincere turnaround will turn angry, disgruntled clients back into advocates. Understanding how crucial it is to deal with clients fairly and effectively is the key to success.

WORK FLOW OF PROJECT

- The purpose of the Application is to assist customers in handling their grievances. Before the service is rendered, customers can examine the status of their tickets. The administration's primary duty is to oversee the entire process. logging in as the administrator, then creating an agent, and finally assigning complaints from customers. Finally, He will be able to monitor the task that the agent is assigned, and the client will receive a message. A customer may create an account. Once logged in, users can create a complaint and describe the issue they're having. An agent will be assigned to each user. They may see where their complaint stands.

SOFTWARES

- SOFTWARE REQUIRED:
- ☐ PYTHON,
- ☐ FLASK,
- ☐ DOCKER

THANK YOU

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