CUSTOMER CARE REGISTRY

ABSTRACT & INTRODUCTION

TEAM DETAILS

Team ID   :   PNT2022TMID10750

College   :   IFET college of engineering

Department : ECE

MEMBERS

- ✓ Blessed raj P
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PROJECT DESIGN PHASE –I

ABSTRACT & INTRODUCTION

DATE	11.11.2022
TEAM ID	PNT2022TMID10750
PRIJECT TITLE	CUSTOMER CARE REGISTRY
MAXIMUM MARKS	

ABSTRACT:

The creation of a cloud application benefits the client by satisfying their desire to utilise the relevant company product as well as resolving their complaints. A consumer who experiences a problem with one of the goods can file a complaint using this application. Customers must describe their problems in detail and rank them according to importance. The agents are then tasked with resolving the customer's problems after the admin has examined their complaint. A process email notification is sent to the specific client who filed the complaint. The status of the concerns can also be seen by them.

INTRODUCTION:

Each business's primary focus is on its customers. Client happiness is crucial to the miserable existence of business. Clients demand top-notch services and are even prepared to pay more for them. From the standpoint of the client, smart service quality results in semipermanent client relationships as evidenced by repeat business and cross sales, as well as client referrals of the service. As a result of the fundamental differences between services and manufacturing, service quality has become increasingly difficult. For the benefit of their clients, corporations make every effort to provide high-quality services. Nevertheless, some associate criticism cannot be avoided no matter how hard you try. Nevertheless, a sincere turnaround will turn irate, disgruntled clients back into devoted ones. Recognizing how crucial it is to address client concerns in a fair and efficient manner is the first step toward success. The knowledge that may be gleaned from complaints often leads to innovative ideas for expanding and improving services in the future. Only a small percentage of unhappy customers actually complain to a company and give it an opportunity to make things right, according to studies. Others switch allegiances. Therefore, it is vital to address criticisms honestly as soon as possible rather than adopting a defensive stance. One rule for long-term problem interference is structured customer feedback management. One such customer care register model will be developed in this study.

WORKFLOW OF THE PROJECT:

The Application was created to aid customers in handling their grievances. Customers can open a ticket and describe the problem in detail. To help the customer with their issue, an Agent will be assigned. An email notice will be sent to the client once the agent is matched with a customer. Customers can see the ticket's status up till the service is rendered. The administrator's primary task and duty is to manage the entire process. Logging in as the administrator is the first step, then creating an agent and assigning client concerns. Finally, He will be able to monitor the task that the agent is allocated, and the customer will receive a message. Customers can sign up for accounts. Once logged in, users can create a complaint and describe the issue they're having. An agent will be assigned to each user. They can see where their complaint stands.

REQUIRED SOFTWARE :

✓ Python.

✓ Flask.

✓ Docker.

REQUIRED SYSTEM :

✓ 8GB RAM.

✓ Intel Core i3.

✓ OS-Windows/Linux/MAC.

✓ Laptop or Desktop.

REFERENCES:

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Thank You