

CUSTOMER CARE REGISTRY

**ABSTRACT &
INTRODUCTION**

ABSTRACT&

TEAM DETAILS:

- **Team No** : PNT2022TMID10762
- **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 communicated to the process via email to the specific client. They can also see the progress of the complaints.

INTRODUCTION

- The clients are the centre of attention for every company. The wretched existence of business depends on client 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 relationships 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. The secret to success is realising how important it is to deal with customers in a fair and efficient manner.

WORK FLOW OF PROJECT

- The Application's goal is to help customers resolve their complaints. Customers can check the status of their tickets before the service is provided. The administration's main responsibility is to keep an eye on everything. A customer complaint is assigned after logging in as the administrator, creating an agent, and generating an agent. Finally, He'll be able to keep an eye on the task the agent is working on and send a message to the client. An account can be made by a customer. Users can create a complaint and outline their problem after they are logged in. Each user will be given an agent. They could assess the validity of their grievance.

SOFTWARES

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

THANK YOU

.