

# CUSTOMER CARE REGISTRY

ABSTRACT AND  
INTRODUCTION

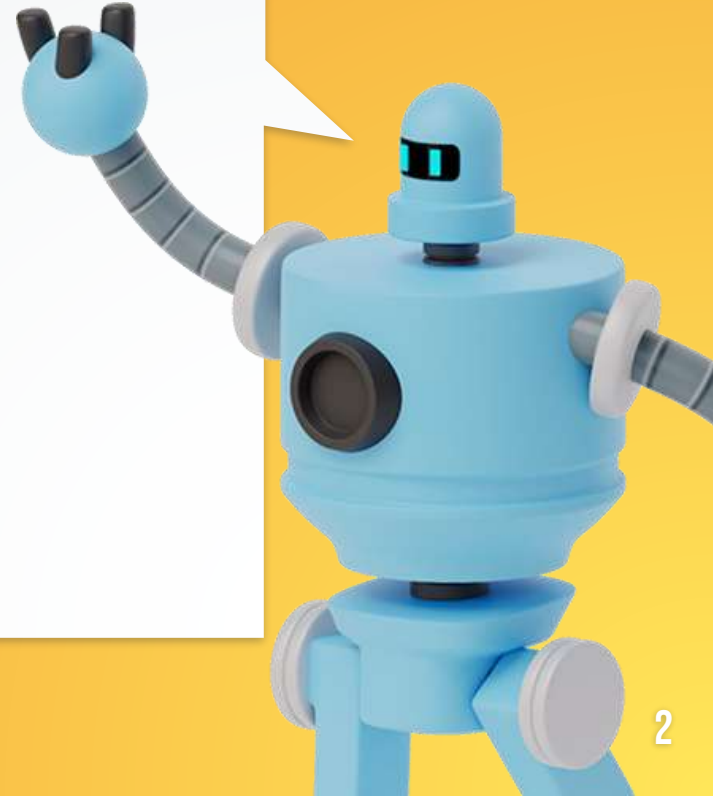


# TEAM DETAILS

- Team No : PNT2022TMID10794
- College Name: IFET College of Engineering
- Department : Electronic and communication Engineering

## TEAM MEMBERS

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# PROJECT DESIGN PHASE - 2

## ABSTRACT AND INFORMATION

DATE	24 September 2022
TEAM ID	PNT2022TMID10794
PROJECT NAME	CUSTOMER CARE REGISTRY
MAXIMUM MARKS	2 Marks

# ABSTRACT

- To establish the cloud application is to resolve the problems faced by the customer and also to provide the satisfaction . This application is deployed to help the customer to resolve their queries by raising the complaints for the specific products . 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 so build to produce an efficient service to the customers. However , many criticism is 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 downside 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 issue . The customer can raise the tickets with the details information if they need any assistant . An dedicated agent will be assigned to the customer to resolve the issue 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 . Finaly , He will be track the stages of the issue and the notification will be sent to the customer . Customer can register for a account . Afte 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

- 4GB RAM
- Intel Core Processor i3
- OS-Windows / Linux
- Pc or Laptop.

# REFERENCE

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- Bai changhong and Liu Chi, "study on customer loyalty of service enterprises and its determinants [J]", nankai business review, no. 06, pp. 64-69, 2002.
- J. Obliquity Kay, why our goals are best achieved indirectly, London: Profile Book, pp. 15- 67, 2011.
- Chip R. Bell, The service edge: 101 companies that profit from customer care by Ron Zemke with Dick

THANK  
YOU

