

IBM PROJECT



# CUSTOMER CARE REGISTRY

ABSTRACT & INTRODUCTION



# AGENDA



- Abstraction
- Introduction
- Team Details
- Workflow of the Project
- Software & System Required
- References
- Conclusion

# ABSTRACTION



- An online comprehensive Customer Care Solution is to manage customer interaction and complaints with the Service Providers over phone or through and e-mail. The system should have capability to integrate with any Service Provider from any domain or industry like Banking, Telecom, Insurance, etc.
- Customer Service also known as Client Service is the provision of service to customers its significance varies by product, industry and domain.
- Customer Service may be provided by a Person or Sales & Service Representatives customer service is normally an integral part of a company's customer value proposition.

# INTRODUCTION

An online comprehensive Customer Care Solution is to manage their customer interaction and complaints with the Service Providers over phone or through messages and e-mail. The system should have capability to integrate with any Service Provider from any domain or industry like Banking, Telecom, Insurance, etc.





# TEAM DETAILS

Team No: PNT2022TMID02887

College Name: SRI KRISHNA COLLEGE OF  
ENGINEERING AND TECHNOLOGY

Department: INFORAMTION TECHNOLOGY



## TEAM MEMBERS:

DEENA THAYALAN S

CHUJEETHA R

DHIVESH D

CHANDRU S

## WORKFLOW OF THE CUSTOMER CARE REGISTRY

The Application has been developed to help the customer in processing their complaints. The customers can raise the ticket with a detailed description of the issue. An Agent will be assigned to the Customer to solve the problem. Whenever the agent is assigned to a customer, they will be notified with an email alert. Customers can view the status of the ticket till the service is provided. The main role and responsibility of the admin are to take care of the whole process. Starting from Admin login followed by the agent creation and assigning the customer's complaints. Finally, He will be able to track the work assigned to the agent and a notification will be sent to the customer. Customer can register for an account. After the login, they can create the complaint with description of the problem they are facing. Each user will be assigned with an agent. They can view the status of their complaint.

### SOFTWARE REQUIRED

- Python
- Flask
- Docker

### SYSTEM REQUIRED

- 8GB RAM
- Intel Core i3
- OS-Windows/Linux/MAC,
- Laptop or Desktop.

## REFERENCES



- [1]. M. Baye, Managerial Economics & Business Strategy McGraw-Hill Education, London, Abacus: The Undercover Economist, vol. 2013, pp. 12-23, 2017.
- [2]. J. Obliquity Kay, why our goals are best achieved indirectly, London: Profile Book, pp. 15- 67, 2011.
- [3]. P. Keat and P.K. Young, Managerial Economics Global Edition, London: Pearson, pp. 23- 46, 2014.
- [4]. 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.
- [5]. Chip R. Bell, The service edge: 101 companies that profit from customer care by Ron Zemke with Dick Schaaf, New York:New American Library, pp. 584, 1989





**THANK YOU**