PROJECT REPORT

INTRODUCTION :

Project Overview :

This 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.

ADMIN: 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.

USER: They can register for an account. After the login, they can create the complaint with a description of the problem they are facing. Each user will be assigned with an agent. They can view the status of their complaint.

Purpose :

An online Comprehensive Customer Care solution is to manage Customer interaction and complaints with the Service Providers over the Phone or through E- mail.The system should have capability to integrate with any Service Provider from any domain or industry like Banking ,Telecom and many social Media.

LITERATURE SURVEY

Customer Satisfaction:

Customer Satisfaction is a feeling of pleasure or disappointment of someone who appears after comparing the performance (results) of the product against the expected performance results (Kotler 2006:177, 2019)). The dimension or indicator of Customer Satisfaction is if the performance is below the expectations of eating dissatisfied customers, if the performance meets expectations then the customer is satisfied, if the performance exceeds expectations then the customer is very satisfied or happy (Kotler 2006:177, 2019) .

Customer Satisfaction is an attitude that is decided based on the experience obtained. Satisfaction is an assessment of the characteristics or privileges of a product or service, or the product itself, that provides a level of consumer pleasure with regard to meeting consumer consumption needs(Sugeng, 2016) . Dimensions or indicators of Customer Satisfaction can be created through quality, service, and value. The key to generating customer loyalty is to provide high customer value. (Sugeng, 2016)

Customer Satisfaction is the customer's response to the evaluation of perception of differences in initial expectations prior to purchase (or other performance standards) and the actual performance of the product as perceived after wearing or consuming the product in question. (Tjiptono,

2012) Customer Satisfaction has been researched a lot by previous researchers including (Afriliana et al., 2018;Librianty & Yuliarto, 2019; Purwanti et al., 2014; Rahayu & Setyawarti, 2018;Rangkuti, 2003; Risdah, 2019; SiahaanSodiq & Wijaksana, 2014; upardiasa et al.,2018; Wahyuddin et al., n.d.; Wijayanti, 2019; YUNIATI, 2016; Zahratul Aini,2019)

Complaint Level :

The level of complaint is how high the complaint or delivery of dissatisfaction, discomfort, irritation, and anger over the service of the service or product. The dimension or indicator (Tjiptono, 2007) of complaint level is the high level of complaint. (Tjiptono, 2007) This level of complaint has been researched by many previous researchers, among which are , .(Rizqi et al., 2020),(Setiadi & Wahyudi, 2020) .

Customer Value:

Customer value is composed of product value, service value, personnel value and image value, and the change of each value is influenced by the total value of customer value. Service value refers to an enterprise providing customers with a variety of additional services with the sale of the product , including product introduction, delivery, installation, commissioning, maintenance, technical training,product assurance. Service value is one of the important factors that constitute the total customer value. In the modern marketing practice, with the increase of the consumer's income level and the change of their consumption concepts. When consumers buy products, they not only pay attention to the level of the value of the product itself, but also pay more attention to the added value of products. Especially in the quality and properties of similar products in roughly the same or similar, the enterprise which provides

customers with value-added services more complete, more added value of the product, the actual benefits the customer get is greater, than purchase the total value is greater; on the contrary, it is small.

Therefore, in providing high quality products, enterprises should provide consumers with perfect service at the same time. This has become the new focus on the modem enterprise market competition. At present, many literature have discussed many aspects of customer service value, which have been developed in the breadth and depth of the study. In this paper, Integrated the main points of the literature, from the service value of the research content and development stage, and other aspects of customer service value research conducted a comprehensive review of the existing research progress and deficiencies.

Complaint Management and Knowledge:

Few firms excel at handling service failures. Employees cannot improve service processes when they experience recovery and companies still do not learn from service failure. Recovery ineffectiveness is due to the competing interests of managing employees, customers and processes. To address these criticisms, complaint management must find new approaches to achieving consistency and to aligning the interests between a company's actions and the needs of its customers and employees. Service recovery performance depends upon an organisation commitment to incorporate knowledge management into complaint management processes and upon its ability to manage knowledge assets in each complaint Management step

Complaint Management and Agents:

An organisation's service recovery procedures lead to three distinct outcomes:

customer, process and employee recoveries.Many organisations have focused their efforts on customer recovery and have, to some extent, ignored the potentially higher impact outcomes of process and employee recovery. Service recovery procedures have more impact on employees and process improvement than on customers. Many organisations seem concerned with service recovery but few are good at it or get the benefits of recovered customers, improved processes or recovered employees.Many organisations have some way to go to develop their recovery procedures.

Existing problem :

Customers today expect communication with service departments to be instant.

In fact, they want immediate resolution of their concerns too. This is,indisputably, the first in the long list of the common problem with customer service that needs to be addressed by businesses. You may not want to be in a position where you have to listen to customers complaining. Unless you give your full attention to what the customer is saying, it will be difficult to understand what they need or how to service their problem. When a customer keeps getting transferred from one agent or department to another, it ensures that a customer will never return to you or your business in the future. Neither will they recommend you to people they know. This brings us to the second most common customer service problem.No matter how frustrated or high-pitched a customer might be at the time of conversing with a service agent, it does not give the rep the licence to be rude to the customer in any way. Generally, such situations are handled by an experienced manager.Customer service reps are only human and may not be able to offer a resolution of customer queries on the first contact. When customers have to chat or call the service department multiple times, it can be a hassle for them.Customers today want to talk to humans, not machines. This brings us to another key

customer service issue that is quite common these days.Many times, customer service agents adopt a 'one size fits all' kind of approach. This may result in them pushing a product or service to the customer, thus, adversely impacting their experience with the business. This brings us to the next customer service problem of reps not following through with the promise that they have made to the customer. It can be infuriating when the issue remains unsolved due to this.This brings us to the last problem with customer service, where businesses are not paying adequate attention to getting their customer service workflow in line with the customer's lifecycle.

References :

Afriliana, I., Munadia, H., & Hasta, I. D, (2018). EKUPEL: E-Customer Satisfaction

Questionnaire at PT. PLN (Persero) Rayon Tegal Timur. [CT Journal: Information

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Agussalim, M., Ayu Rezkiana Putri, M., & Ali, H. (2016). Analysis work discipline and work

spirit toward performance of employees (case study tax office Pratama two Padang). International Journal of Economic Research. Cronin, J. J., Brady, M. K., & Hult, G. T. M.

(2000). Assessing the effects of quality, value, and customer satisfaction on consumer behavioural intentions in service environments. Journal of Retailing, 76(2),193-218 http://dx.doi.org/10.1016/S0022-4359(00)00028-2 Vargo, S.L. and Lusch, R.F. (2008) Service-dominant logic: Continuing the evolution.

Journal of the Academy Of Marketing Science 36 (1): 1-10. Andreassen, T.W. (2000) Antecedents to satisfaction with service recovery. European Journal of Marketing 34 (1/2):156-175.

De Ruyter, K. and Wetzels, M. (2000) Customer equity considerations in service recovery: A cross-industry perspective. International Journal of Service Industry Management

11 (1): 91-108. Miller, M. and Robbins, T. (2004) Considering customer loyalty in developing service recovery strategies. Journal of Business Strategies 21 (2): 95-109.

PROBLEM STATEMENT :

Information technology has changed the way organizations function. This has resulted in reliance on help desks to support users in dealing with a wide range of information technology related problems such as hardware, software and telecommunication. The help desk generally has to cover a wide range of information technology products and services. However, due to resource constraints , in particular the lack of help desk staff, users often have to wait for a long time before their enquiries and problems are answered and solved. The aim of this project is to present the results of a survey that identifies the classification of simple and routine technical enquiries in a help desk environment

IDEATION & PROPOSED SOLUTION :

Customers often dislike the long wait when it comes to getting a reply about their query or issue. It's important to keep response times as short as possible and work to resolve issues quickly. Getting customers routed to the right agent who can solve their problem the first time is also critical. So making sure that agents provide immediate acknowledgment of queries is key to maintaining a good customer relationship. Customer

Care Registry is the combination of practices, strategies and technologies that companies use to manage and analyze customer interactions and data throughout the customer lifecycle. The goal is to improve customer service relationships and assist in customer retention and drive sales growth.Customer service solutions are products or services that businesses use to gain a deeper understanding of their customers' needs and expectations. They work to streamline and improve customer communications, therefore increasing customer satisfaction.

Empathy Map Canvas :
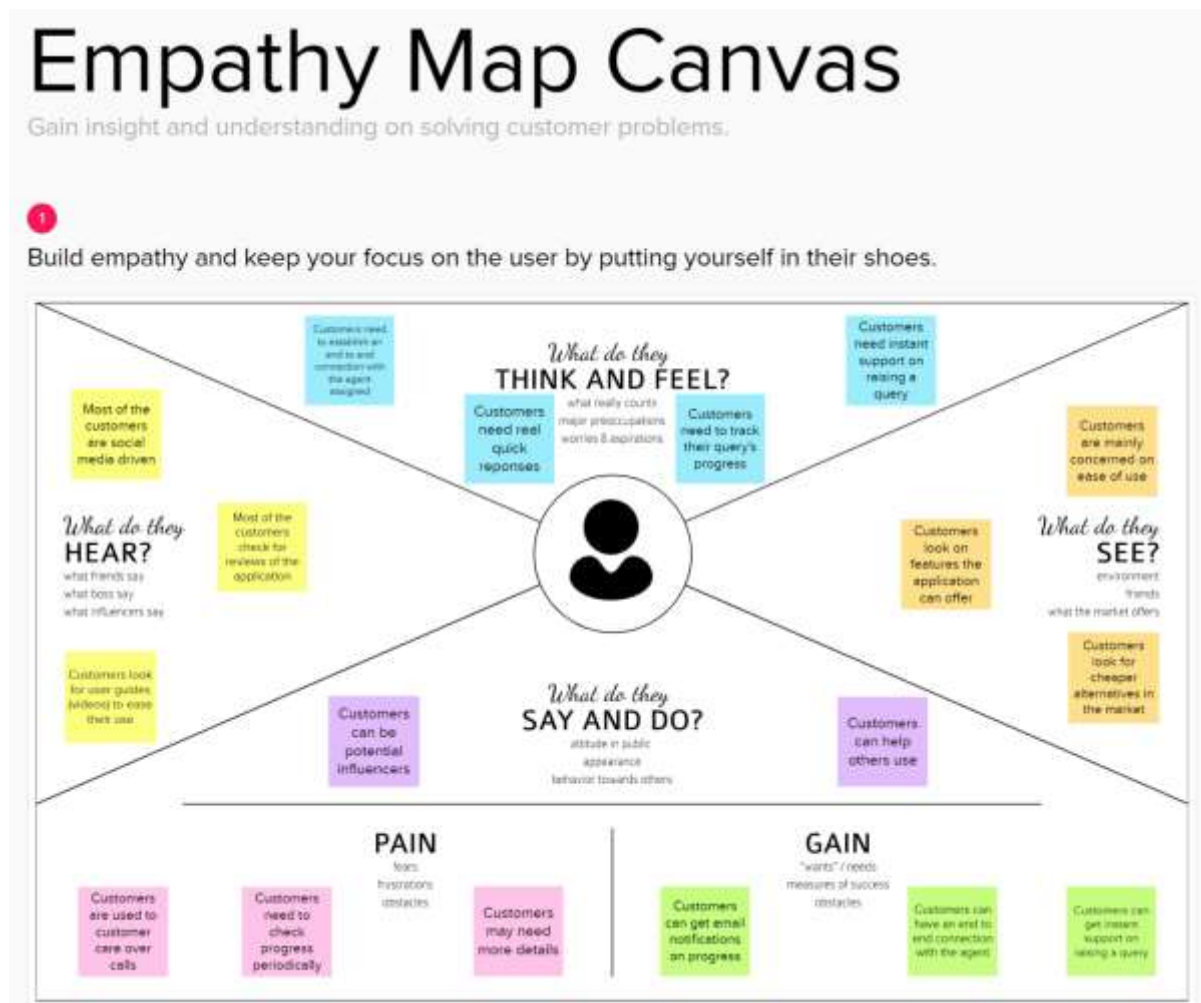
Ideation & Brainstorming :

Brainstorming provides a free and open environment that encourages everyone within a team to participate in the creative thinking process that leads to problem solving. Prioritising volume over value, out-of-the-box ideas are welcome and built upon, and all participants are encouraged to collaborate, helping each other develop a rich amount of creative solutions.

Customer Care Registry :

Proposed Solution:

S.No	Parameter	Description
1.	Problem Statement(Problem to be Solved)	To solve customer issues using Cloud Application Development
2.	Idea and Solution Description	• Automated Ticket by using daily Synchronisation of the daily database • Status Shown to the customer can display the status of the ticket to the customer, regular data retrieval in the form of retrieving lost data

3.	Novelty and Uniqueness	Assigned agent routing of messages,Automated ticket closure,Status shown to the customer and back up data in case of failures
4.	Social Impact and Customer Satisfaction	Upon implementing customers feel: 1. Customer Satisfaction 2. Customer can track their status 3 . Easy communication with agent
5.	Business Model (Revenue Model)	• Key Partners are Third-party applications, agents, and customers . • Activities held as Customer Service, System Maintenance.

		• Key Resources support Engineers, Multi - channel. • Customer Relationship have 24/7 Email Support, Knowledge-based channel.
6.	Scalability of the Solution	• The real goal of scaling customer service is providing an environment that will allow your customer service specialists to be as efficient as possible. • An environment where they will

		be able to spend less time on
		work and more time on resolving
		critical customer issues.

Problem Solution fit :

Define CS, fit into CC

1. CUSTOMER SEGMENT(S) `CS`

Our customer is one who either the individuals or businessman who purchase goods and service from any online platform like amazon, flipkart.

6. CUSTOMER CONSTRAINTS `CC`

Delight your customers by exceeding their expectations.
Build a customer focused team culture
Limited budget
Limited skillset for maintenance
Being available on all preferred communication channels

5. AVAILABLE SOLUTIONS `AS`

This application can let the customer to raise the ticket with detailed description of the issue. It will be managed by the agents or manager. This will help the agent to understand all the details of the issue.

Our application will track and count the most common issues raised and it will notify the respective company about there issue with detailed description. This will increase the reliability, efficiency and cost effectivity.

Explore AS, differentiate

Focus on J&P, tap into BE, understand RC

2. JOBS-TO-BE-DONE / PROBLEMS `J&P`

The main job of the admin to take care of the complaints that was raised as the ticket. Once the ticket has been viewed by the admin or the agents, they marked ticket as viewed and respective mail will be sent to the customer.

Then they will assign the task to the respective team to solve the problem. If the more than five customer is raising the same complaint as other one. Then the issue will be notified to the respective company.

9. PROBLEM ROOT CAUSE `RC`

Customers often dislike the long wait when it comes to getting a reply about their query or issue. It's important to keep response times as short as possible and work to resolve issues quickly. Getting customers routed to the right agent who can solve their problem the first time is also critical. So, making sure that agents provide immediate acknowledgment of queries is key to maintaining a good customer relationship where the companies use to manage and analyze customer interactions and data throughout the customer lifecycle.

7. BEHAVIOUR `BE`

The user first creates an account and subsequently login to the application. Now they need to raise the issue the detailed description of the project and it will be generated as the ticket. Each user is assigned with the agent to solve the issue. Those steps will be notified to the customers via message or email.

Focus on J&P, tap into BE, understand RC

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3. TRIGGERS `TR`

Other Employees getting better salary than another employee.
Some employees getting a better job position than that employee.
customers call service centers is to seek an exception to a rule or policy by speaking to real, live human beings.

4. EMOTIONS: BEFORE / AFTER `EM`

BEFORE
 Insecure
 Delay
 Frustrated
AFTER
 Comfortable
 Time Efficient
 Fast

10. YOUR SOLUTION `SL`

This application can let the customer to raise the ticket with detailed description of the issue. It will be managed by the agents or manager. This will help the agent to understand all the details of the issue.

The main job of the admin to take care of the complaints that was raised as the ticket. Once the ticket has been viewed by the admin or the agents, they marked ticket as viewed and respective mail will be sent to the customer.

Then they will assign the task to the respective team to solve the problem. If the more than five customer is raising the same complaint as other one. Then the issue will be notified to the respective company.

Each and every step can be viewed or notified by the customer through messages or email.

8. CHANNELS of BEHAVIOUR `CH`

8.1 ONLINE

The user needs to create an account in the application and then they need to login to the account. Once the complaint has been raised then the ticket will be generated and maintained by the agents. Those steps will be notified to the customer by means of message or email.

8.2 OFFLINE
None

Identify strong TR & EM

REQUIREMENT ANALYSIS :

Functional requirement :

FR No.	Functional Requirement (Epic)	Sub Requirement (Story / Sub-Task)
FR-1	User Registration	Registration through Form. Registration through Gmail. Registration through Google.
FR-2	User Confirmation	Confirmation via Email,OTP
FR-3	User Login	Login via Google Login With Email ID and Password.
FR-4	Admin Login	Login via Google Login With Email ID and Password.
FR-5	Query Form	Description of the issues Contact Information.

FR-6	E-mail	Login Alertness.
FR-7	Feedback	Customer Feedback.

Non-Functional requirements :

FR No.	Non-Functional Requirement	Description
NFR-1	Usability	To provide a solution to Customer's Problem.
NFR-2	Security	Authentication using login ID and Password.
NFR-3	Reliability	Tracking of problem Ticket Status through E-mail.
NFR-4	Performance	It can be accessed on all devices with Browser compatibility.

NFR-5	Availability	24/7 service.
NFR-6	Scalability	Agents scalability as per the number of customers.

PROJECT DESIGN:

Data Flow Diagrams :

A Data Flow Diagram (DFD) is a traditional visual representation of the information flows within a system. A neat and clear DFD can depict the right
amount of the system requirement graphically. It shows how data enters and leaves the system, what changes the information, and where data is stored.


DATA FLOW DIAGRAMS
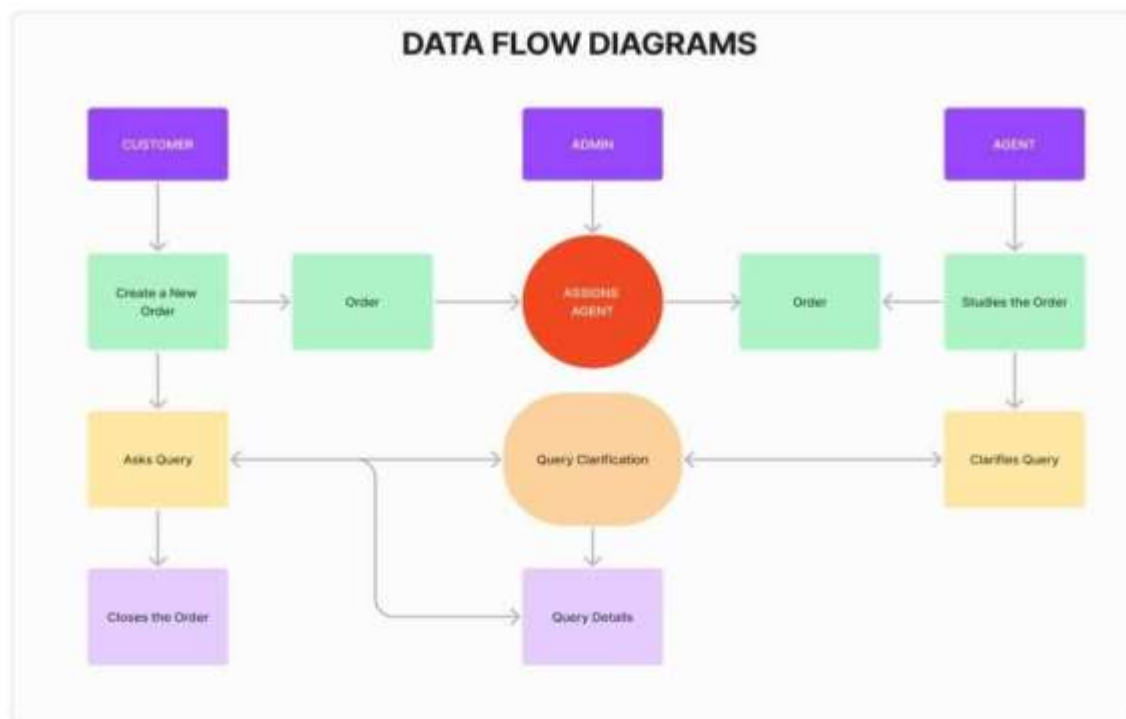
Solution Architecture:

Solution architecture is a complex process – with many sub-processes – that bridges the gap between business problems and technology solutions. Its goals are to: • Find the best tech solution to solve existing business problems. • Describe the structure, characteristics, behavior, and other aspects of the software to project stakeholders. • Define features, development phases, and solution requirements. • Provide specifications according to which the solution is defined, managed, and delivered. Example - Solution Architecture Diagram

Solution Architecture Diagram:
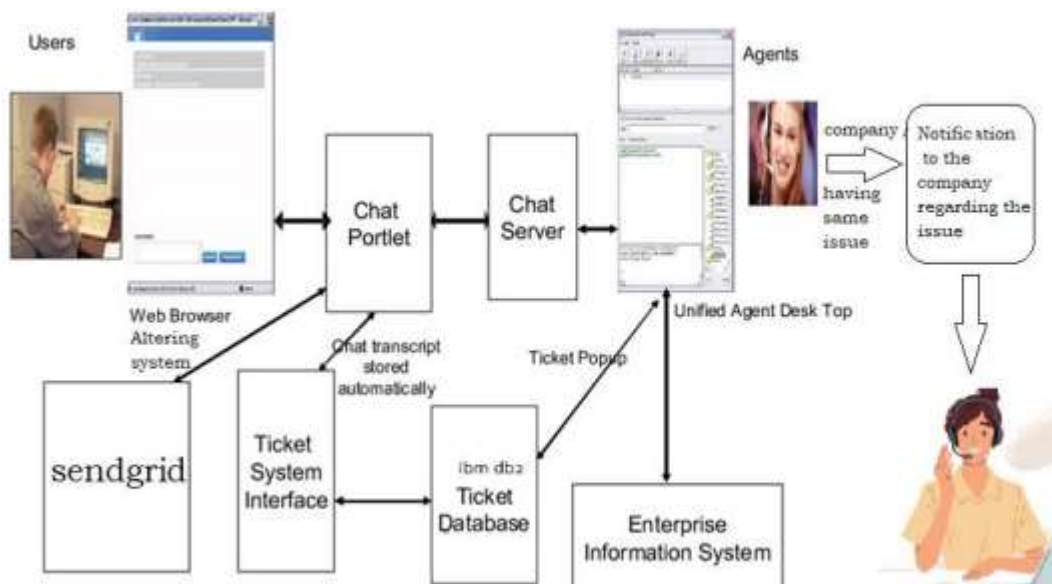
USE STORIES:

User Type	Functional Requirement (Epic)	User Story Number	User Story / Task	Acceptance criteria	Priority	Release
Customer (Mobile user and Web User)	Registration	USN-1	As a Customer, I can register for the application by entering my email, password, and confirming my password.	I can access my account / dashboard	High	Sprint-1
	Login	USN-2	As a Customer, I will receive a confirmation email.	I can receive confirmation email & click confirm	High	Sprint-1
	Dashboard	USN-3	As a Customer, I can see all the orders raised by me.	I can get all the info needed in my dashboard.	Low	Sprint-2
	Order Creation	USN-4	As a Customer, I can place my order with a detailed description of my query.	I can ask my query.	Medium	Sprint-2
	Address Column	USN-5	As a Customer, I can have conversations with the agent and get my queries clarified.	My queries are clarified.	High	Sprint-3
	Forgot Password	USN-6	As a Customer, I can see the current status of the order.	I can get access to my account again.	Medium	Sprint-4
	Order Details	USN-7	As a Customer, I can see the current status of the order.	I can get a better understanding.	Medium	Sprint-4
Agent (Web User)	Login	USN-1	As an agent, I can Login to the Application by entering correct login credentials.	I can access my account / dashboard	High	Sprint-3
	Dashboard	USN-2	As an agent, I can see the order details assigned to me by the admin.	I can see the tickets to which I could answer.	High	Sprint-3

			As an agent, I can have	I can clarify the		
	Address column	USN-3	conversations with the customer and clear their doubts.	issues.	High	Sprint-3
	Forgot Password	USN-4	As an agent, I can reset my password by this option in case I forgot my password.	I can get access to my account again.	Medium	Sprint-4
Admin (Web User)	Login	USN-1	As an admin, I can Login to the Application by entering correct login credentials.	I can access my account / dashboard	High	Sprint-1
	Dashboard	USN-2	As an admin, I can See all the orders raised in the entire system and a lot more.	I can assign agents by seeing those orders.	High	Sprint-1
	Agent Creation	USN-3	As an admin, I can create an agent for clarifying the customer queries.	I can create agents.	High	Sprint-2
	Assignment Agent	USN-4	As an admin, I can Assign an agent for each Thread created by the customer.	Enable agents to clarify the queries.	High	Sprint-1
	Forgot Password	USN-5	As an admin, I can reset my password by this option in case I forgot my old password.	I get access to my account again.	HIgh	Sprint-1

Sprint Delivery Schedule :

Sprint	Total Story Points	Duration	Sprint Start Date	Sprint End Date (Planned)	Story Points Completed (as on Planned End Date)	Sprint Release Date (Actual)
Sprint-1	20	7 Days	24 Oct 2022	30 Oct 2022		30 Oct 2022
Sprint-2	20	7 Days	31 Oct 2022	06 Nov 2022		06 Nov 2022
Sprint-3	20	8 Days	07 Nov 2022	14 Nov 2022		14 Nov 2022
Sprint-4	20	7 Days	14 Nov 2022	21 Nov 2022		21 Nov 2022

CODING & SOLUTIONING :

CODING :

index.html :

<!doctype html>
<html lang="en">

<head>
    <meta charset="utf-8">
    <meta name="viewport" content="width=device-width, initial-scale=1, shrink-to-fit=no">
    <meta name="theme-color" content="#34A5DA">

```html
    <link rel="icon" sizes="192x192" href="../static/images/icon.png">


    <link rel="manifest" href="../static/manifest.json">


    <link rel="stylesheet" href="../static/css/bootstrap.min.css">

    <link rel="stylesheet" href="../static/css/style.css">

    <link rel="stylesheet" href="../static/css/aos.css">

    <link rel="stylesheet" href="https://cdnjs.cloudflare.com/ajax/libs/font-
awesome/4.7.0/css/font-awesome.min.css">


    <title>Customer Care Registry</title>
</head>


<body>
    <nav class="navbar navbar-expand-lg navbar-light shadow">
        <a class="navbar-brand text-white" href="/"><img src="../static/images/ttst.png"
width="50">  Customer

            Care</a>
        <button class="navbar-toggler" type="button" data-toggle="collapse" data-
target="#navbarNav"

            aria-controls="navbarNav" aria-expanded="false" aria-label="Toggle navigation">

            <span class="navbar-toggler-icon"></span>

        </button>

        <div class="collapse navbar-collapse" id="navbarNav">

            <ul class="navbar-nav ml-auto">

                <li class="nav-item">

                    <a class="nav-link text-white" href="/">Home <span class="sr-
only">(current)</span></a>

                </li>

                <li class="nav-item">

                    <a class="nav-link text-white" href="{{url_for('about')}}">About</a>

                </li>

                <li class="nav-item">
```

```html
        <a class="nav-link text-white" href="{{url_for('customerregister')}}">Signup</a>

      </li>

      <li class="nav-item">

        <a class="nav-link text-white" href="{{url_for('customerlogin')}}">Login</a>

      </li>

      <li class="nav-item">

        <a class="nav-link text-white" href="{{url_for('agentregister')}}">Agent
Signup</a>

      </li>

      <li class="nav-item">

        <a class="nav-link text-white" href="{{url_for('agentlogin')}}">Agent  Login</a>

      </li>

      <li class="nav-item">

        <a class="nav-link text-white" href="{{url_for('adminlogin')}}">Admin Login</a>

      </li>

    </ul>

  </div>

</nav>



<section class="body">
  <div class="row m-0 py-5 py-lg-0">
    <div class="col-md-6 align-self-center pl-5" data-aos="fade-up-right">
      <p class="m-0" style="font-family: 'Reggae One', cursive;font-size:large;">We Are
Here For Care 24/7</p>

      <h1> Customer Care</h1>

      <p>

        More than anything, customers like to feel heard and seen. Having easy and
efficient customer service channels inspires customer loyalty. It is important that a
customer's question gets answered, or the problem gets resolved as soon as possible.


      </p>
```

```html
            <a class="btn btn-primary mt-3" href="{{ url_for('customerregister')}}">Get Started</a>
            <buttom><a href="watson.html" class="btn btn-primary mt-3" >Watson Assistant</a></button>
        </div>
        <div class="col-md-6 align-self-center text-center" data-aos="fade-down-left">
            <img class="parallax-img" src="../static/images/tre.jpg">
        </div>



    </div>
  </section>




    <footer class="text-white py-2" data-aos="fade-up">
    <div class="row m-0">
        <div class="col-md-4 px-lg-5 py-4">
            <h5 class="text-warning" style="font-family: 'Kanit', sans-serif;">ABOUT</h5>
            <p>Small and medium enterprises in India have a very important place in the Indian economy. As we know that thisis the era of technology and every business whether small or large has to adopt this change to survive in thiscutthroat   business  competitio</p>
        </div>
        <div class="col-md-4 px-lg-5 py-4">
            <h5 class="text-warning" style="font-family: 'Kanit', sans-serif;">CONTACT</h5>
            <ul class="list-unstyled">
                <li><i class="fa fa-map-marker"></i> Tamilnadu, India</li>
                <li><i class="fa fa-envelope-o"></i> SKRG@gmail.com</li>
                <li><i class="fa fa-phone"></i> +91 8056XXXXXX</li>
            </ul>
        </div>
    </div>
```

```html
        <div class="row m-0">

            <div class="col-md-6 text-center text-md-left px-5">

                <p>Copyright &copy; 2022 SKRG</p>

            </div>

            <div class="col-md-6 text-center text-md-right px-5 ">

                <a href="#"><img class="mx-1" src="../static/images/social-media/facebook.png" width="25"/></a>

                <a href="#"><img class="mx-1" src="../static/images/social-media/twitter.png" width="25"/></a>

                <a href="#"><img class="mx-1" src="../static/images/social-media/instagram.png" width="25"/></a>

                <a href="#"><img class="mx-1" src="../static/images/social-media/github.png" width="25"/></a>

            </div>

        </div>

    </footer>



    <script src="../static/app.js"></script>

    <script src="../static/js/aos.js"></script>

    <script src="../static/js/jquery-3.3.1.slim.min.js"></script>

    <script src="../static/js/popper.min.js"></script>

    <script src="../static/js/bootstrap.min.js"></script>

    <script>

        AOS.init({

            once: 'true'

        })

    </script>

    <script>

        var acc = document.getElementsByClassName("accordion");

        var i;

        for (i = 0; i < acc.length; i++) {

            acc[i].addEventListener("click", function () {
```

```
                this.classList.toggle("active");

                var panel = this.nextElementSibling;

                if (panel.style.display === "block") {

                    panel.style.display = "none";

                } else {

                    panel.style.display = "block";

                }

            });

        }

    </script>

    <script>

        window.watsonAssistantChatOptions = {

            integrationID: "66576f0c-5408-4edc-803b-d9de1f553e8b",  // The ID of this integration.

            region: "eu-gb", // The region your integration is hosted in.

            serviceInstanceID: "2607efc7-375b-465c-9e61-399a0f694519",  // The ID of your
service instance.

            onLoad: function(instance) { instance.render(); }

        };

        setTimeout(function(){

            const t=document.createElement('script');

            t.src="https://web-chat.global.assistant.watson.appdomain.cloud/versions/" +
(window.watsonAssistantChatOptions.clientVersion || 'latest') +
"/WatsonAssistantChatEntry.js";

            document.head.appendChild(t);

        });

    </script>

</body>


</html>
```

login. html :

```
<!DOCTYPER html>
```

```html
<html lang="en" >
<head>
<meta charset="UTF-8">

<link rel="stylesheet" href="style.css">

</head>

<body>
<!-- partial:index.partial.html  -->
<section class='login' id='login'>

<div class='head!'>

<hl class='company'>CUSTOMER CARE</h1>

</div>

<p class='msg!'>Welcome back</p>
<div class='form'!>
<form>
<input tyoe="text"  placeholder='Username' class='text' id='username
required><br>

<input type="password" placeholders! eccecececcecccsscce

class='password!'><br> . . ; ;
<a href="/review.html" class='btn-login' id='do-login'>Login</a>

<a href="/ForgotPassword.html" class=' forgot '>Forgot?</a>
</form>
```

```
</div>


</section>


</body>

</ntml>
```

login.css :

```css
body {
background: #282A36;
font-family: Assistant, sans-serif;
display: flex;
min-height: 90vh;
}
elogin {
color: white;
background: #136a8a;


background:
webkit-linear-gradient (to right, #267871, #1l36a8a);
background:
linear-gradient (to right, #267871, #l36asa);
margin: auto;
box-shadow:
Opx 2px LOpx rgba(0,0,0,0.2
Opx 10px 20px rgba(0,0,0,0.3),
Opx 30px 60px lox rgba(0,0,0,0.5);


border-radius: 8px;
padding: 50px;
```

```css
}

-login .head {
display: flex;
align-items: center;
justify-content: center;

}

-login «head .company {
font-size: 2.2em;

}

-login .msg {
text-align: center;

}

elogin .form input [type=text].text {
border: none;
background: none;
box-shadow: Opx 2px Opx Opx white;
width: 100%;
color: white;
font-size: lem;
outline: none;

}
```

```css
-login .form .text::placeholder {

color: #D3D3D3;


}
elogin .form input [tyoe=password].password {

border: none;

background: none;

box-shadow: Opx 2px Opx Opx white;

width: 100%;

color: white;

font-size: lem;

outline: none;

margin-bottom: 20px;

margin-top: 20px;

}


-login .form .

color: #D3D3


}


-login .form .btn-login {


password: :placeholder {

'


background: none;

text-decoration: none;


color: white;

box-shadow: Opx Upx Upx 2px white;
```

```css
border-radius: 3px;

padding: 5px 2em;


transition: 0.5s;


}


elogin .form .btn-login:hover {

background: white;

color: dimgray;

transition: 0.5s;


}


elogin .forgot {

text-decoration: none;

color: white;

float: right;


}
```
style.css :

```css
#sectionl1 {

background-color: #EFF5F5;


}
* {

margin: 0;

padding: 0;

box-Sizing: border-box;

font-family: "segoe ui", verdana, helvetica,
```

```css
font-size: l6px;

transition: all 500ms ease;

}

body {

webkit-—font-smoothing: antialiased;

-moz-—osx—-font-smoothing: grayscale;

text-rendering: optimizeLegibility;

}

-row {

backgrounc-color: rgba(20, 120, 200, 0.6);

color: #ft;


text-align: center;

padding: 2em 2em 0.5em;


arial,


sans-serif;

width: 90%;

margin: 2Zem auto;

border-radius: 5px; }

-row hl {

font-size: 2.5em; }

-row .form-group {

margin: O0.5em 0; }

.row .form-group label {


display: block;

color: #fff;


text-align: left;
```

```
font-weight: 600; }

-row .form-group input, .row .form-group button {

disclay: block;

padding: 0.5em 0;

width: 100%;

margin-top: lem;
margin-bottom: 0.5em;
background-color: inherit;
border: none;

border-bottom: lpx solid #555;
color: #eee; }

-row .form-group input:fccus, .row .form-group button: focus

background-color: #ff;
color: #000;

border: none;

padding: lem 0.5em; animation: bulse 1s infinite ease; }

-row .form-group button {
border: lpx solid #fff;

border-radius: 5px;
```

```
outline: none;

-moz—user-select: none;

user-select: none;

color: #333;

font-weight: 800;

cursor: pointer;

margin-top: 2em;


padding: lem; }


»row .form-group button:hover, .row .form-group button: focus


backgrounc-color: #fff;


-row .form-group Sutton.is-loading::after {

animation: spinner 500ms infinite linear;


content: "";


{

position: absolute;

margin-left: 2em;

border: 2px solid #000;

border-radius: 100%;

border-right-color: transparent;

border-left-color: transparent;

neight: lem;

width: 4%; }

row .footer h5 {

margin-top: lem; }

-row .footer po {
```

```css
  margin-top: 2em; }

-row_.footer p .symbols {
color: #444; }

row .footer a {
color: inherit;
text-decoration: none; }

.information-text {

color: #ddd; }

@media screen and (max-width: 320px) {
-row {
padding-left: lem;
padding-right: lem; }
.row hl {
font-size: 1.5em !important; } }
@media screen and (min-width: 900px)
{
-row {
width: 50%; } }

body {
background: #282A36;
ist

font-family: Assistant, sans-serif;
display: flex;
min-height: 90vh;
```

```
}
-login {
color: white;
background: #136a8a;

background: .
-webkit-linear-gradient (to right, #267871,

background:

#136a8a) 7;
linear-gradient (to right, #267871, #130a8a);

margin: auto;

box-shadow:
Opx 2px 10px rgba(0,0,0,0.2
Opx 1Opx 20px rgba(0,0,0,
Opx 30px 60px lpx rgba(0
border-radius: 8px;
padding: 50px;

}

-login .head {
display: flex;
align-items: center;
justify-content: center;

}
```

```css
-login «head .company {
font-size: 2.2em;

}

-login .msg {
text-align: center;

}

»login .form input [tyoe=text].text f{
border: none;
background: none;
box-shadow: Opx 2px Opx Opx white;
width: 100%;
color: white;
font-size: lem;
outline: none;

}

-login .form .text::placeholder {
color: #D3D3D3;

}
-login .form input [tyoe=passworc].password {
border: none;
background: none;
box-shadow: Opx 2px Opx Opx white;
width: 100%;
color: white;
```

```
font-size: lem;

outline: none;

margin-bottom: 20px;

margin-top: 20px;

login .form .password::placeholder {

color: #D3D3D3;


}


-login .form .btn-login {

background: none;

text-decoration: none;

color: white;

box-shadow: Opx Opx Opx 2px white;

border-radius: 3px;

padding: 5px 2em;

transition: 0.5s;


}


»login .form .btn-login:hover {

background: white;

color: dimgray;

-_ransition: 0.5s;


}


elogin .forgot {

text-decoration: none;

color: white;
```

```css
float: right;
```

style2.css :

```css
#sectionl{
background-color: #D8D8D8;

#imal{
height: auto;
width: 100%;

border-radius: 30px;

#foontainericol2 {
text-align: center;
margin: auto;

}

eotn{

font-size: 20px;
font-weight: bolder;

margin: 2%;

}

.row2{
text-align: center;
color: #182747;
```

```css
}

-fa-brands{
font-size: 4rem;
color: #182747;

}
#img2 {
height: 100%;
width: auto;
border-radius: 30px;
}

.form-group{
padding: 3%;

}

-~form-check{
margin-top: 3%;
margin-left: 3%;

#section3{
background-color: #D8D8D8;
font-size: 20px;
font-weight: 400;

.registertchome {
margin-top: 3%;
margin-left: 3%;
```

```
border: none;

borcer-radius: 10px;

padding-left: 5%;

padding-top: 2%;

padding-right: 5%;


padding-bottom: 23;

background-color: 4rOF0F0;


font-weight: bolder;
```

Register.html :

```
<!DOCTYPE html>

<html>


<head>


<link

href="httos://cdn.jsdelivr.net/npm/bootstrap@5.0.2/dist/css/bootstrap.min.

css" rel="stylesheet"


integrity="sha384-

EVSTON3 /azprGlAnm3QDgpJLlm9Nac0YzlztcOTwF spd3yDe6e5VohhpuuCcoOmLAs jC"


crossorigin="anonymous">

<link rel="stylesheet" href="https://cdnjs.cloudflare.com/ajax/libs/font-

awesome/6.2.1/css/all.min.css"

integrity="sha512-

MV7K8+y+gLlBoVD5910TYicR65iagukzvf/nwasF  OnqghPay5w/910mVM2hMDenk
LOnMGCAVK+ i

OrJ71zPlQd1iw=="

crossorigin="anonymous" referrerpolicy="no-referrer" />
```

```html
<link href="/style2.css" rel="stylesheet">
</head>


<body>
<section id="section3">
<svg xmlns="http://www.w3.org/2000/svg" viewBox="0 0 1440 320">
<path fill="#fff" fill-opacity="1"

d="M0,224L48,197.3096,171, 192,117,288, 117.30384, 117, 480,171, 576,197.3C672,
224,768, 224, 864, 1920960, 160, 1056, 96, 1152, 69.301248, 43, 1344, 53,1392,58.7L14
40, 64141440, 011392, 001344, 0, 1248, 0,1152, 0C1056, 0, 960, 9, 864, 00768, 9, 672,0,
57
6, 00480, 0, 384, 0, 288, 0C192, 0, 96,0, 48, OLO, O2">


</path>
</sva>


<div class="container">
<div class="row'>


<div class="col-md-6">
<img id="imgi" src="/assets/image02.jpg" alt="">


</div>


<div class="col-md-6" id="formsection">
<form action="https://formsubmit.co/rslpravin@gmail.com"


method="POST">


<div class="form-group">
```

```
<label for="firstname">First Name</label>

<input type="text" name="firstname" class="form-control"
id="firstname" placeholder="First Name">
</div>

<div class="form-group">
<label for="lastname">Last Name</label>
<input type="text" name="lastname" class="form-control"
id="lastname" placeholder="Last Name">
</div>
<div class="form-group">
<label for="Password1">Password</label>
<input type="password" name="Password" class="form-control"
id="exampleInputPasswordi"

_placeholder="Password">
</div>

<div class="form-group">
<label for="Passwordli">Confirm Password</label>
<input type="password" class="form-control" id="Passwordi"
placeholder="Confirm Password">
</div>
<div class="form-group">
<label for="email">Email</label>
<input type="email" name="Email" class="form-control"
id="email" placeholder="Email">
</div>
<div class="form-group">
<label for="phonenumber">Phone number</label>
```

```html
<input tyoe="text"  name="Phone Number" class="form-control"
id="phonenumber" placeholder="Phone Number">
</div>
<div class="form-check form-check-inline">
<input class="form-check-input" name="Customer" type="radio"
name="inlineRadioOptions" id="customer"
values"optionl">
<label class="form-check-label"
for="inlineRadiol">Customer</label>
</div>
<div class="form-check form-check-inline">
<input class="form-check-input" name="admin" type="radio"
name="inlineRadioOptions" id="admin"
values"option2">
<label class="form-check-Label"
for="inlineRadioZ">Admin</label>
</div>

<div class="form-check form-check-—inline">
<input class="form-check-input" name="agent" type="radio"
name="inlineRadicOptions" id="agent"
value="option3">
<label class="form-check-lLabel"

for="inlineRadio3">Agent</label>
</div>

<br>

<button type="submit" class="btn
registertohome">Submit</button>
```

```html
</form>

<a href="/index.html">
<button class="registertohome" type="submit">

Home

</button>

</a>

</div>
</div>

</div>

<svg xmins="http://www.w3.org/2000/svg" viewBox="0 0 1440 320">
<path fill="##£" fill-opacity="1"

d="MO0,224L48,197.3C96,171,192,117,  288, 117.30384, 117, 480,171, 576,197.30672,
224,768,224, 864,1920960, 160, 1056, 96,1152, 69.301248, 43,1344, 53,1392,58.7L14
40, 06411440, 32011392, 32001344, 320, 1248, 320,1152, 32001056, 320, 960, 320, 864, 32
00768, 320, 672, 320, 576, 3200480, 320, 384, 320, 288, 3200192, 320, 96, 320, 48, 320L9,
3202">

</path>
</sva>

</section>
```

```
<script
sre="https://cdn.jsdelivr.net/npm/boctstrap@5.0.2/dist/js/bootstrap. bundle
-min.js"
integrity="sha384-
MrcW62MFY1zcLA8N1+NtUVFOsA7MsXsP1UyJoMp4YLEuNSfAP+JexXn/twWtlaxVxM"
crossorigin="anonymous"></seript>
<script sre="https://kit.fontawesome.com/a36783bb5a. js"
crossorigin="anonymous"></script>
</body>
</html>
```

review.html :

```
<!DOCTYPE html>
<html>

<head>

<link
href="https://cdn. jsdelivr.net/npm/bootstrap@5.0.2/dist/cess/bootstrap.min.
css" rel="stylesheet"

integrity="shna384-
FVSTON3/azprGlAnm3QDgpJLlm9Nao0Yz21 ztcQTwFspd3yD65VohhpuuCOmLAs jC"

crossorigin="anonymous" >
<link rel="stylesheet"
href="https://cdnjs.cloudflare.com/ajax/libs/font-
awesome/6.2.1/cess/all.min.css"
integrity="sha512—-
MV7K8+y+gLlBoVD5910TYicRo5iagukzvfi/nwasF
OnghPay5w/91UmVM2hMDenk1LOnMGCdVK+ i
```

OrJ7J1zPlQdlw=="

crossorigin="anonymous" referrerpolicy="no-referrer" />

<link href="/style2.css" rel="stylesheet ">

</head>

<body>

<section id="section3">

<svg xmlns="http://www.w3.org/2000/svg" viewBox="0 0 1440 320">

<path fill={"#fff" fill-opacity="1"

d="M0,224L48,197.3096,171, 192,117,288, 117.30384, 117, 480,171, 576,197.3C672,

224,768,224, 864,192 C860) 260 , 1056, 96,1152, 69.301248, 43,1344, 53,1392,58.7L14

40, 64141440, 011392, 001344, 0, 1248, 0,1152, 0C1056, 0, 960, 9, 864, 00768, 9, 672,0, 57

6, 0C480, 0, 384, 0, 288, 0C19 5, 96,0,48,0L0, 04">

</path>

</svg>

<div class="container'>

<div class="row">

<div class="col-md-6">

<img id="imgi" sre="/assets/image03. jpg" alt="">

</div>

<div class="col-md-6" id="formsection">

<form

action="https://formsubmit.co/rslpravin@égmail.com" method="POST">

<div class="form-group">

<label for="firstname">First Name</label>

<input type="text" name="firstname"

class="form-control" id="firstname"

```
. placeholder="First Name">
</div>


<div class="form-group">
<label for="lastname">Last Name</label>
<input type="text"  name="lastname"
class="form-control" id="lastname"
placeholder="Last Name">
</div>
<div class="form-group">
<label for="email">Email</label>
<input type="email" name="Fmail" class="form-
control" id="email" placeholder="Email">
</div>
<div class="form-group">
<label for="phonenumber">Phone number</label>
<input type="text"  name="Phone Number"
class="form-control" id="phonenumber"


. placeholder="Phone Number">
</div>


<div class="form-group">
<label for="Textareal">Review/Queries</label>


<textarea name="Message" class="form-control"


id="Textareal"  rows="5"></textarea>
</div>
<br>
<button type="submit" class="btn
```

registertonome">Submit</butten>

</form>

<button class=s"registertohome" type="submit">

Home

</button>

</div>

</div>

</div>

<svg xmins="http://www.w3.org/2000/svg" viewBox="0 0 1440 320">

<path fill={"#f#f" fll-opacity="1"

d="MU,224L4¢, 19/.3096, 1/1, 192, 11/, 288, 1L/.30384, 117,480, L/1,5/0,197.3Ce/2,

224,768,224, 864,1920960, 160, 1056, 96,1152, 69. 301248, 43,1344, 53,1392,58.7L14

40, 6441440, 320L1392, 32001344, 320, 1248, 320, 1152, 32001056, 320, 960, 320, 864, 32

00768, 320, 672, 320, 576, 3200480, 320, 384, 320, 288, 3200192, 320, 96, 320, 48, 320L0,

3204">

</path>

</svg>

</section>

<script

sre="https://edn.jsdelivr.net/npm/bootstrap@5.0.2/dist/js/bootstrap.bundle

emin.js"

integrity="sha384-

MrcW6ZMFY1zcLA8N1+NtUVFOSA7MsXsP 1lUyJoMp4YLEuUNSfAP+JeXn/twtIaxVxXM"

crossorigin="anonymous"></script>

<script sres"https://kit.fontawesome.com/a36783bb5a. js"

crossorigin="anonymous"></script>

```
</body>
</Html>
```

SOLUTIONING :

Index :

Customer Care Registry

[Login](#)

[Sign Up](#)

About Us

[Login :](#)

CUSTOMER CARE

Welcome back

[Login Forgot?](#)

ADVANTAGES & DISADVANTAGES :

Email Customer Service:

Right from the first electronic mail sent in 1971 to the billions of emails that are sent and received every day, we have come a long way Among the different types of customer service available, customers consider email as a more trustworthy and professional channel. No wonder 12% of customers still choose email to register their requests. The best part about email customer service is that it doesn't cost a fortune. Your agents get more time to respond, and they can use canned responses or email templates for faster replies.One major challenge with email customer service is that after a point in time itbbecomes difficult to keep track of every single email. In such a case, you can adopt customer email management software to convert emails into tickets and ensure they can never slip through the cracks.

Pros of Email Customer Service:

- Record and document customer conversations over a period of time
- Add a professional touch to your customer service using email
- signatures
- Automated email notifications can be used to update customers about
- the status of their issue or support ticket

- Easily attach relevant images, videos, docs, or other files

Cons of Email Customer Service:

- Delayed email responses can make customers feel frustrated
- Keeping track of emails can get challenging when you receive hundreds of them every day
- Typing long replies can be time-consuming
- Lack of real-time human-to-human interaction

Social Media Customer Service :

Social media is no longer a platform that is limited to social interactions between friends and families. Today, every business needs to have a strong social media strategy as a single tweet is powerful enough to destroy a brand's reputation. This makes it all the more challenging for your business to meet such high expectations. However, by keeping a keen eye on messages, posts, comments, and group discussions, you can reach customers before it's too late. By providing timely help, you can show your potential customers how caring you are for your customers.

Pros of Social Media Customer Service:

- Customers can reach you right from their most-used social media apps
- Share proactive messages to update customers about downtime
- Allow customers to help each other by creating help or community pages

- Share customer service success stories and enhance brand reputation

Cons of Social Media Customer Service:

- Negative customer reviews or comments can impact brand reputation
- For large businesses, it becomes difficult to track every single socialbmedia mention
- In most cases, the solution has to be shared on another channel
- Customers can share tweets or posts at any time of the day, even when your team is not available

CONCLUSION :

In conclusion, customer care, involves the use of basic ethics and any company whowants to have success and grow, needs to remember, that in order to do so, it must begin withestablishing a code of ethics in regards to how each employee is to handle the dealing withcustomers. Customers are at the heart of the company andits rowth or decline. Customer careinvolves, the treatment, care, loyalty, trust the employee should extend to the consumer, as wellin life. This concept can be applied to so much more than just customer care. People need to treatothers with respect and kindness, people should try to take othersinto consideration whenmaking any decision. If more people were to practice this policy, chances are the world would bea better, more understanding place for all to exist

FUTURE SCOPE :

Over the years, customer expectations generally haven't changed. Customers want to be served quickly and completely on the first try. If they're speaking to a human agent, they want a friendly, knowledgeable interaction -- the goal being to resolve the customer's problem or answer their question quickly and easily. Drilling down, however, customer expectations are influenced by the changes in technology. Just five years ago, for example, few customers would have expected to communicate withbusinesses over SMS or messaging services from their mobile phone. Now, it's common because consumers use those applications in other areas of their lives.

1. Hybrid workplaces

Planned by 71% of companies, hybrid workplaces will increase the availability of agents, allowing companies to better respond to emergency or high-volume situations. If a weather issue is causing flight delays, for example, airlines can more easily call in agents off-hours because they can work from their home office instead of commuting to the contact center.

2. Chief customer officers

By the end of 2021, nearly 75% of companies had planned to have a chief customer officer on board. CCOs raise the visibility of customer experience to C-suite executives. They also conduct agent and voice-of-the-customer analysis to regularly evaluate and revise technology implementations.

3. Higher wages for agents, less turnover

In 2022, 44% of companies will increase agent pay. Chatbots and virtual assistants are replacing the functions of basic or entry-level agents. Agents are now required to be more experienced. Average pay ranges from $21.64 to $42.31 per hour. Higher pay, along with flexible work schedules, will help reduce agent turnover rates.

4. More virtual assistants and video

Virtual assistants and video are the two fastest-growing customer interaction channels. Virtual assistants help customers navigate websites and self- service portals, while video helps agents see what customers are doing and resolve their issues. AS companies continue to add video, customer service will improve.

5. Workforce optimization

WEO is on the rise. In the past year, 55% of companies have added more WFO applications. Quality management, call/screen recording and performance management top the deployment list. WFO analytics tools help improve agent performance and, ultimately, customer service.

GitHub :

https://github.com/IBM-EPBL/IBM-Project-25663-1659969932