

PROBLEM STATEMENT:

Companies today are modernizing customer care, using advanced methodologies to ensure a positive customer experience starting from the first interaction and throughout the buyer's journey. A Customer care is more than just providing great customer service. It's a proactive approach to providing information, tools, and services to customers at each point they interact with a brand. Hence, an application is needed for processing the complaints raised by the customers.

SOLUTION:

A customer care Registry not only boosts customer satisfaction but also helps in improving customer loyalty. If a company neglects customer care, it can negatively impact the customer service experience. Hence, an Application needs to be developed to help the customer in processing their complaints where the customers will be able to raise a ticket with a detailed description of the issue. An Agent will be assigned to the Customer to solve the problem. The admin has the main responsibility to take care of the whole process. He will be able to track the work assigned to the agent. 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 agent will quickly address the customer's issue and mitigate any effects of the negative experience. Therefore, this application adds up satisfied customers and brings in more customers to an organization.