CUSTOMER CARE REGISTRY USING CLOUD COMPUTING

IDEATION

1)OBJECTIVES:

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.

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.

SOLUTION OF THESE PROBLEMS:

The development of this new system objective is to provide the solution to the problems of existing system. By using this new system, we can fully automate the entire process of the current system. The new system would like to make as web-enabled so that the information can be shared between the members at any time using the respective credentials. To track the status of an individual process, the status update can be centralized using the new system. Being a web-enabled system, the process can be accessed across the world over net.

This system also providing the features like Chatting, Mailing between the members; Images Upload - Download via the web site; updating the process status in centralized location; generated reports can also be exporting to the applications like MS-Excel, PDF format, etc. In this new system, the members

like Donors can give their valuable feedback to the Volunteers so that the Volunteers can check their progress of the tasks.

The entire process categorized as different modules like Admin module, Volunteer module, etc. at where we can classify the functionality as an individual process. Using the new system entering into Admin module we can perform. In this new system using the Volunteer module we can do.

2)OBJECTIVES:

Service Cloud enables users to automate service processes, streamline workflows and find key articles, topics and experts to support customer service agents. The purpose is to foster one-to-one marketing relationships with every customer across multiple channels and devices.

Service Cloud can "listen" and respond to customers across a variety of social platforms and automatically route cases to the appropriate agent. Social customer service is integrated with Salesforce Customer Success Platform, which enables the social team to gather a comprehensive picture of the customer to inform responses.

SOLUTION OF THESE PROBLEMS:

The package that can handle the Complaint details without any difficulty and with a little bit of effort. As the work is one manually before, so it will be very time consuming and required a large efforts to maintain the files. By computerizing the system these files can be handled with a small effort and in less time. The chances of duplicity of complaints are negligible. The Customer Complaint Report can be generated easily by getting the information without any problem

from all the related files. The package is designed by using GUI concept there for it is very user friendly and easy to use.

Planning information systems has become increasingly important because information is a vital resource and company asset, more and more funds are committed to information system and system development is a serious business for computers that incorporate databases and networking. The initial investigation has the objectives of determining the validity of the user request for a candidate system & whether a feasibility study should be conducted. The objective of the problem posed by the user must be understood within the framework of the organizations MIS plan.

3)OBJECTIVE

To create a Cloud based Customer Care Registry Web application where the customers can register their complaints with a detailed description, get assigned with an agent to resolve the complaint and are able to track the status of their complaint.

SOLUTION FOR THESE PROBLEMS

1. Acknowledge customer's complaint using digital signature.

2. Allowing customer to upload proofs such as images or videos or any relevant documents.

 3. Add captcha verification to prevent spam bots that attempt DoS (Denial of Service) attacks.

4)OBJECTIVE

Customer service jobs can be competitive, and dozens of people may send in applications for the same position. A strong resume objective that shows an employer how useful you can be to the company can help you distinguish yourself from applicants who are responding to the same customer service position

Generally, you should include your relevant qualifications, skills, experience and most notable past successes in your resume objective. Be sure to condense all the relevant information into an attention-grabbing statement. A good customer service objective should be no more than two or three sentences. This way, the employer can quickly and easily see how you're qualified for the job.

SOLUTION FOR THESE PROBLEMS

If a customer faces any problem with the product they purchased or in the service provided, it should be addressed and rectified properly in order to get a good user experience. To accomplish this, we need an online customer care registry to process and rectify the complaints in a faster manner. The objective is to create a Cloud based Customer Care Registry where the customer can register their complaints with a detailed description, get assigned with an agent to resolve the complaint and able to track the status of the complaint.

Who does the problem affect?	Customers
What is the issue?	Not having any dedicated online complaint register for the customers to get their issues processed, tracked and resolved.
When does this issue occurs?	If customer faces any issue with the products purchased or in the service obtained from the provider.
Where is the issue occurring?	Issue occurs when the customers do not have a proper and faster way to get their problems rectified.
Why it is important to fix the problem?	Customer experience is very much important compared to anything in the business. When a customer faces any issue it should be properly addressed and rectified in order to gain a better user experience