

CUSTOMER CARE REGISTRY

Team details

TEAM ID : PNT2022TMID06554

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DEPARTMENT : B.Tech Information
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ABSTARCT

- 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.
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- Customer care and customer service together help create a positive customer experience, or the overall impression a person has when interacting with your company.
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- To create a good service environment, we create a cloud application to satisfy the customer needs and solving their problems.
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- If a customer is facing any issue related to a product, this application allows them to raise the particular issue.
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- The respective customer will get notifications through their email throughout the process.

- The complaint is then reviewed by the admin and then agents are allocated accordingly.
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INTRODUCTION

- Online customer care and service center is a web-based application. Developed using Python programming language. The whole process involves writing large volume of data in registers and preparing several reports daily.
- The basic services include hardware and software of a computer. It also maintains database of their employ details of their customers, and many more.
- Online customer care and service center application is developed to automate all the office activities of a typical service Center .
- The main objective of this Online Customer Care and Service Center.
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- The main objective of this Online Customer Care and Service Center • software is to develop an information system to store, maintain, update and
- process data relating to the shop.
- It will prepare various reports to aid in smooth and speedy functioning of ‘Service Center’ activities.

REQUIREMENTS

❖HARDWARE COMPONENTS :

Python

Flask

Docker

❖SOFTWARE COMPONENTS :

8GB RAM

Intel Core i3

OS-Windows/Linux/MAC

Laptop or Desktop



THANK YOU..

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