A Literature Survey on CUSTOMER CARE REGISTRY

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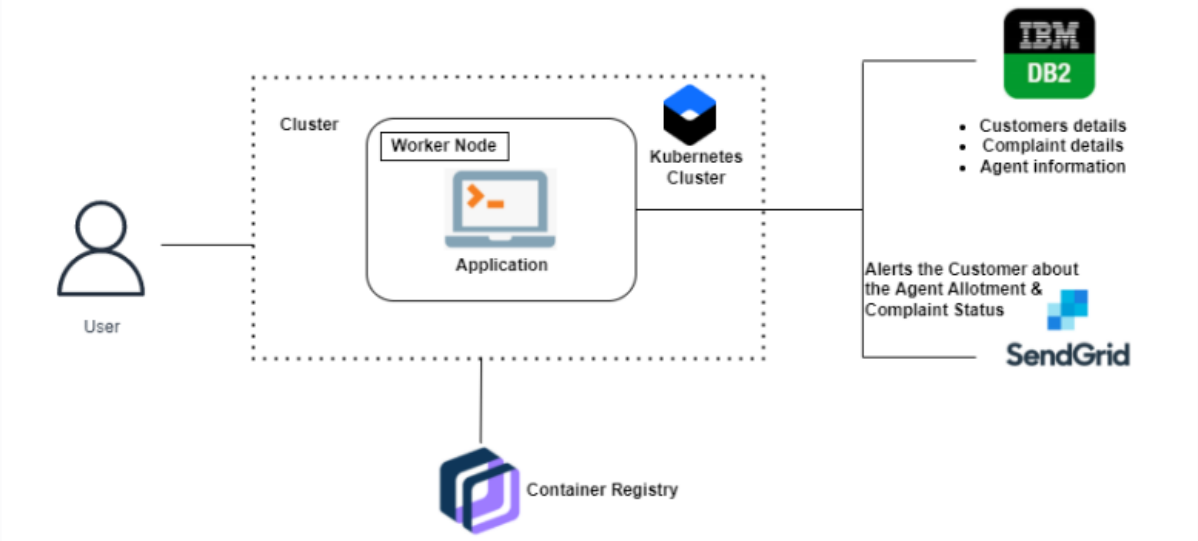
Abstract:

Developing a cloud application not only for solving customer complaints but also gives satisfaction to the customer to use the respective business product. This Application helps a customer to raise complaints for the issue they are facing in the products. The Customer needs to give the detailed description and the priority level of the issues that they are facing. After the complaint reviewed by the admin, then the agents assigned to the complaints raised by the customer. The respective customer of the complaints gets the email notification of the process. And additionally, they can able to see the status of the complaints.

Introduction:

Customer is that the centre of attention of each business. The terrible existence of business depends on client satisfaction. Client expects high-quality services, even willing to pay a premium for higher service. From a client perspective, smart service quality ends up in semipermanent client relationships measured by re-patronage and cross sales, additionally client advocates the service to others. Services are essentially completely different from manufacturing; this distinction contributes to the accumulated complexness of service quality. Corporations so build all efforts to produce high-quality services to please customers. However, despite best efforts, associate occasional criticism is inevitable. However, an honest recovery will flip angry, discontent customers into loyal ones, again. The key to success lies in recognizing the importance of responding fairly and effectively to client complaints. Complaints are usually a treasuring hoarded wealth of knowledge, resulting in constructive concepts for rising and upgrading services in the future. Researches show that solely many discontent customers really complain and provide the corporate a chance to correct itself. Others shift their loyalties. Hence, it becomes necessary to resolve complaints truthfully at the earliest, rather than taking a defensive approach. Structured client criticism management is one gospel for downside interference within the long run. This paper decides to develop one such customer care register model.

Technical Architecture:



WORKFLOW OF THE PROJECT:

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.

Issues:

Customer can specify the type of the issue that they are raising. It will on products, software and other.

Priority:

Customer can specify the priority of the issue that they are raising based on the urgency. They can also specify in which aspect or area this is issue affects.

Description:

Customer needs to give detailed description of the complaints that they are raising to give insight to the admin and agents to solve the issues.

Notification:

The email will notify the customer in all stages of the complaints until the issues are fixed.

Status:

Besides email notification, this feature allows the user to see the status of the complaints to keep track.

The admin can able to keep track of all the complaints, status of the issues

Software Required:

Python, Flask, Docker

System Required:

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

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