

PROJECT REPORT

Customer Care Registry

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Project: Customer Care Registry

Domain: Python Flask

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1. INTRODUCTION

a. OVERVIEW

Online customer care and service center is a web-based application Developed using java programming language. With a platform of a typical "service center", this system provides online technical services to its customers on a 24×7 basis. 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 databas eof 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 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.

2. LITERATURE SURVEY:

a. EXISTING PROBLEM:

The present computer service centers generally keep the details of the customers and products in word documents, spreadsheets or paper register, and the management of all records is illegal to some extent. There

are problems relating to redundancy of data like customer name and address, details of their account and also allocation of duties to the employees.

When a customer takes some kind of services, the charge is calculated manually, and this process is time consuming. Also, regular and overtime duties are not maintained properly. This leads to improper calculation of employees becomes quite complicated for every employee. Another problem usually faced by the organization which has been solved in the proposed Online Customer Care and Service Center Project is the frequent complaints by the customers for not getting timely services.

b. PROPOSED SOLUTION:

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 the

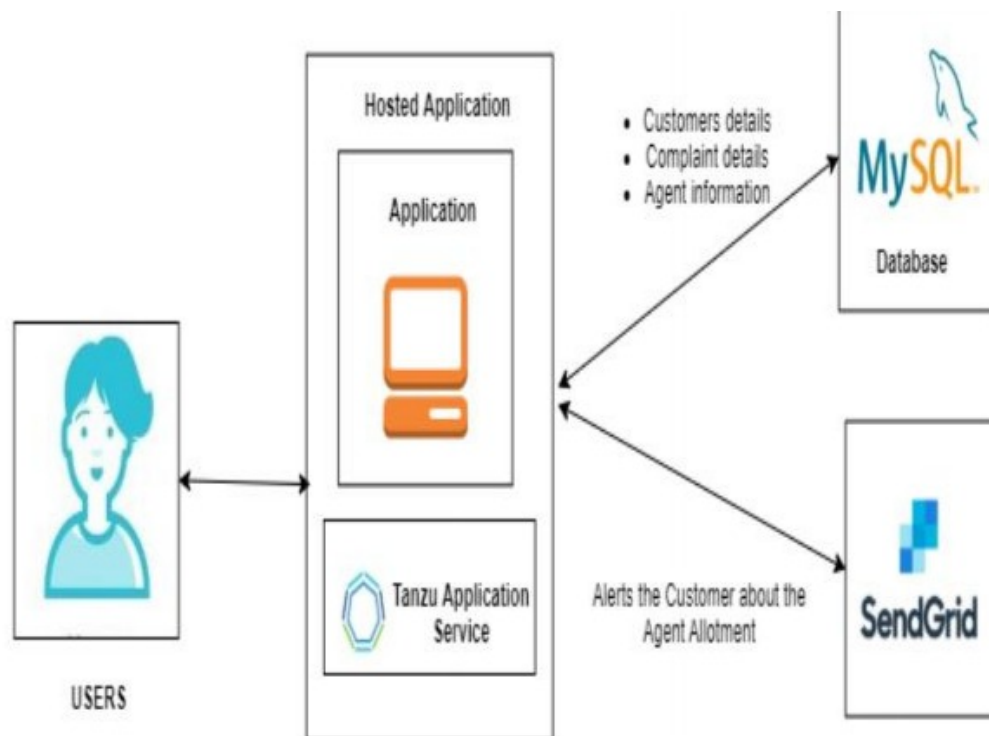
customer they will be notified with an email alert. Customers can view the status of the ticket till the service is provided.

Admin: The main roles and responsibilities of the admin is to take care of the whole process. Starting from Admin login followed by the agent creation and assigning the customers complaints. Finally, He will be able to track the work assigned to the agent and notification will be sent to the customer.

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

3. THEORITICAL ANALYSIS:

a. BLOCK DIAGRAM:



3.2 SOFTWARE DESIGNING

- a.python3
- b.Flask framework
- c.send grid
- d.Vmware Tanzu
- e.Docker
- f.IBM db2

4.EXPERIMENTAL INVESTIGATIONS:

Vmware Tanzu:

VMware Tanzu is the suite or portfolio of products and solutions that allowits customers to Build, Run, and Manage Kubernetes controlled container-based applications.

Send Grid:

SendGrid is a cloud-based email service that provides reliabletransactional email delivery, scalability, and real-time analytics along with flexible APIs that make customintegration easy.

Docker:

Docker is a tool designedto make it easier to create, deploy, and run applications by using containers. Containers allow a developer to package up an application with all of the parts it needs, such as libraries and other dependencies, and deploy it as one package.

IBM DB2:

Ibm db2 is a family of data management products, including the db2 relational database. The products feature AI-powered capabilities that help modernize the management of both structured and unstructured data across multi-cloud environments.

RESULT:

HOME

OUR TOP AGENTS

RESUME

ABOUT

CONTACT

SIGN IN

WELCOME TO ADMIN PAGE

SELECT

LOGOUT

Verification Code

USER DATABASE

AGENT DATABASE

Search for Names

TOTAL NUMBER OF AGENT : 3

ID	NAME	EMAIL	PASSWORD	PHONE NUMBER	SERVICE AGENT	ADDRESS	CITY	STATE	RESUME LINK	SELECT
1000	ABRAN	abran01@gmail.com	1234	1703242837	Hardware	27 Big Redhina st Big Redhina	Chennai	Tamil Nadu	https://www.youtube.com/watch?v=BB9qT5uQgo	SELECT 1000
1001	RAJIBAN S S	vrajibans02@gmail.com	evdfev	1675242817	Hardware	27 Big Redhina st Big Redhina	Chennai	Tamil Nadu	https://www.youtube.com/watch?v=BB9qT5uQgo	SELECT 1001
1001	RAJIBAN S S	vrajibans02@gmail.com	1234	1675242817	Hardware	27 Big Redhina st Big Redhina	Chennai	Tamil Nadu	https://www.youtube.com/watch?v=BB9qT5uQgo	SELECT 1001

COMPLAINT PAGE FOR CUSTOMER

Successful

01

28

NAME	AGENT ID	SELECT
RAJAN	1010	SELECT RAJAN
RAJIBRAN S S	1017	SELECT RAJIBRAN S S
RAJIBRAN S S	1013	SELECT RAJIBRAN S S

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COMPLAINT PAGE FOR CUSTOMER

CUSTOMER ID

5008

Enter address

Enter email

We'll never share your email with anyone else.

Phone Number

Enter phone Number

Select Service

Select one of these...

Enter Name

Enter Name

Enter phone

Enter phone

LOGIN FOR CUSTOMER

or

Enter Id

We'll never share your Password with anyone else.

Remember

Password

SUBMIT

FORGOT YOUR ID!

Email ID

Enter Email Id

SEND EMAIL

COMPLAINT PAGE FOR CUSTOMER

CUSTOMER ID

5008

E-mail address

Enter email

We'll never share your email with anyone else.

Phone Number

Enter phone Number

Select Service

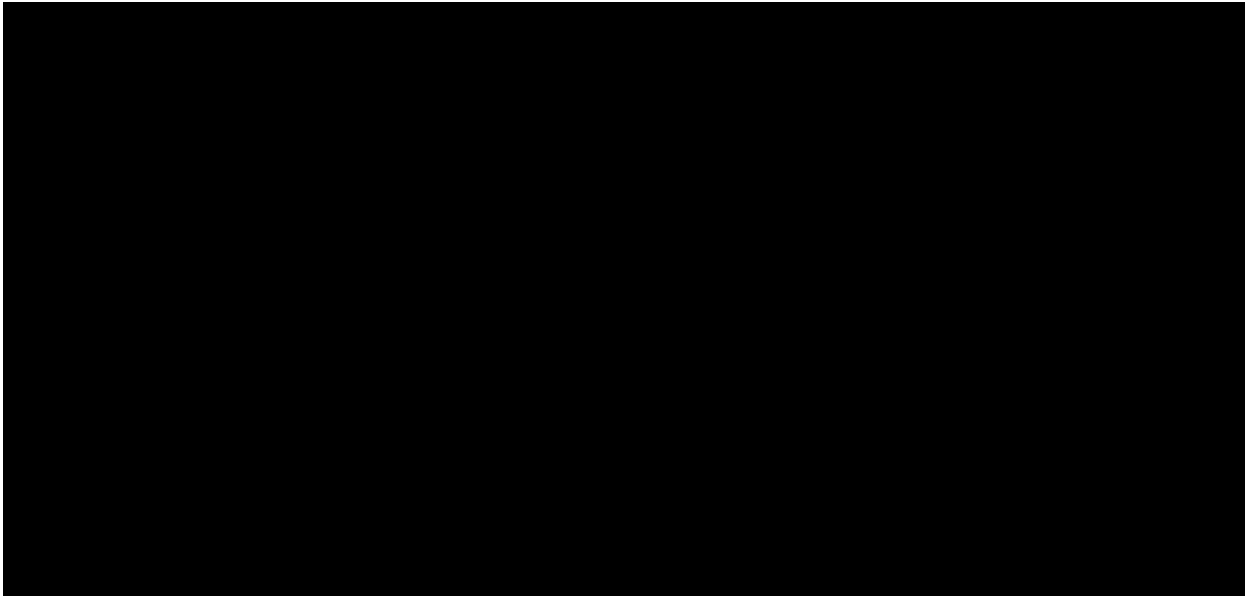
Select one of these...

Enter Name

Enter Name

Enter phone

Enter phone



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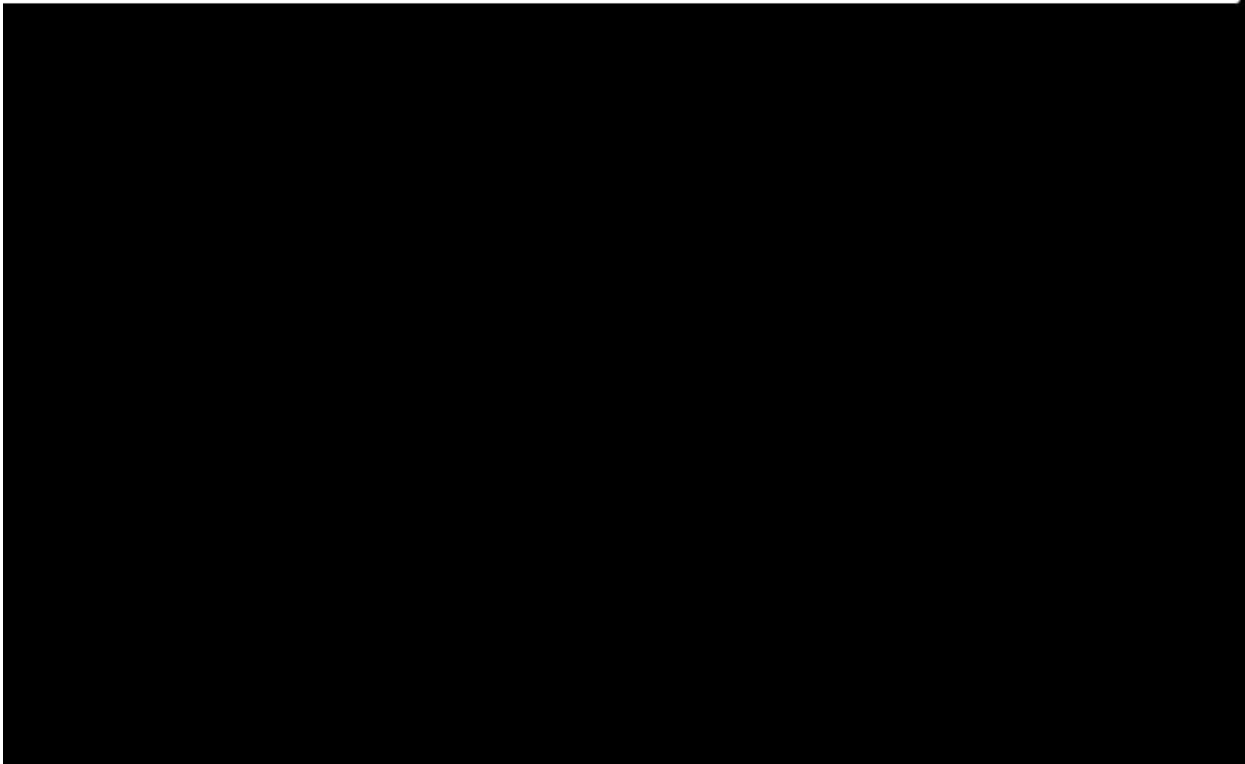
AGENT DATABASE

COMPLAINT DATATBASE

Search for Names

TOTAL NUMBER OF COMPLAINT : 4

ID	CUSTOMER ID	DATE	EMAIL	PHONE NUMBER	TOPIC	DESCRIPTION	SERVICE TYPE	SERVICE AGENT	ADDRESS	STATE	IMAGE LINK	STATUS	DELECT
19	5004	11/01/22	seema000@gmail.com	129440117	LAPTOP	defect	Hardware	DISK/SSD	22 Bp Refund N.Bp No Item	hindi Nepal	efwafce/20d/5e5k	Agent Allied	SELECT 19
20	5005	11/02/22	deaneeth.B@gmail.com	1294597807	board	problem	Hardware	None	thermal	Tamil Nadu	---	Pending	SELECT 20
21	5003	11/01/22	seema000@gmail.com	129440117	MOBILE	MOB	Software	None	22 Bp Refund N.Bp No Item	hindi Nepal	efwafce/20d/5e5k v2-189v/1H0Qps	Pending	SELECT 21
21	5006	11/09/22	seema@gmail.com	1294691005	refuse	the to use is free	Software	None	home	Tamil Nadu	rttag/5eew/lnxadi.com/	Pending	SELECT 21



COMPLAINT PAGE FOR CUSTOMER

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2B

NAME	AGENT ID	SELECT
ABAN	1000	SELECT RABAN
ABIRANAN	1001	SELECT RABIRANAN
RABIRANAN	1003	SELECT RABIRANAN

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WELCOME TO HOME PAGE

WELCOME 5008

[HOME](#) [NEW ISSUE](#) [LOGOUT](#)

[SHOW ISSUE](#)

TOTAL NUMBER OF COMPLAINT : 1

Showing

ID / TOPIC : 31 / failure

DATE : 11/03/22

AGENT NAME : None

SERVICE TYPE : Software

8/16/2024 - 8/16/2024 (1 day)

[SELECT](#) (Consider your value after it get completed only)

6.ADVANTAGES:

1. Boost in customer communication
2. Results in Positive Reviews and brand Image
3. Easy For Customers to solve their doubts

7.APPLICATIONS:

1. Integrate with Health Care System, Business System to interact with the Customers
2. Integrate with web based applications

8.FUTURE SCOPE:

Future application of this Online Customer Care and Service Center Project includes integration with online marketing, customer and human resource management, all by using web-based technology.

9.CONCLUSION:

About security, this system allows the users to use their username and

password for a comprehensive and multi-level security. It keeps data secure from unauthorized access, modification or reporting by allowing you to create as many 'users' as you wish.

