TEAM ID : PNT2022TMID41464

IBM-1392-1662086594

CUSTOMER CARE REGISTRY

TEAM DETAILS:

Team ID : PNT2022TMID41464

College Name : GANESH COLLAGE OF ENGINEERING

Department : COMPUTER SCIENCE & ENGINEERING

TEAM MEMBERS :

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- SATHISHKUMAR .R
- THIRUMALAI .M

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1. INTRODUCTION

INTRODUCTION TO PROJECT

- The Customer Service Desk is a web based project.
- Customer Service also known as Client Service is the provision of service to customers' Its significance varies by product, industry and domain. In many cases customer services is more important if the information relates to a service as opposed to a Customer.
- Customer Service may be provided by a Service Representatives Customer Service isnormally an integral part of a company's customer value proposition.

PURPOSE OF THE PROJECT

- 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 Its significance varies by product industry and domain. In many cases customer services is more important if the information relates to a service as opposed to as Customer
- Customer Service may be provided by a Service Representatives Customer Service is normally an integral part of a company's customer value proposition

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2. LITERATURE SURVEY

S.NO & TITLE	PROPOSED WORK	TOOLS USED / ALGORITHMS	TECHNOLOGY	ADVANTAGES /DISADVANTAGES
REAL WORLD SMART CHATBOT FOR CUSTOMER CARE USING A SOFTWARE AS A SERVICE (SAAS)ARCHITECTURE	This journal employ chatbot for customer care. This is done by providing a human way interaction using LUIS and cognitive services.	AWS Public Cloud • AWS Lambda • API Gateway • LUIS • **14/11/2022Amarender Katkam**Ejabberd Chatbot	• Cloud Computing • Machine Learning	This proposes a robust, scalable, and extensible architecture with a technology stack consisting of the EjabberdServer. The Ejabberd server makes creates the room functionality where the customer needs to be persistent over time in that room
AN INTELLIGENT CLOUD BASED CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM TO DETERMINE FLEXIBLE PRICING FOR CUSTOMER RETENTION	This paper proposes that the customer are categorized based on purchase behaviours, historical ordering patterns and frequency of purchase customize customer care and promotions are given.	• Intelligent Cloud based Customer Relationship Management	• Cloud Computing • Artificial Intelligence	Customer care is given based upon purchase behaviours, features of the product purchased without any interaction.
CHATBOT FOR CUSTOMER SERVICE	In this paper customer trust chatbots to provide the required support. Chatbots represent a potential means for automating customer service.	• Chatbot • Java Script	• Cloud Computing • Artificial Intelligence • Machine Learning	This provides automated customer service with the use of the cloud.
ARTIFICIAL INTELLIGENCE REPLACING HUMAN CUSTOMER SERVICE	This journal Chatbots for customer care registry using Artificial intelligence. This assists consumers in decision making. Based on the computers-are-social actors paradigm	• Chatbots • Python • Mongo DB	• Cloud Computing • Artificial Intelligence • Machine Learning	*1.* Maintain Flexibility and focus on their customers. *2.* The use of chatbots in service interactions may raise greater consumer concerns regarding privacy risk issues.

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IMPLEMENTING CONTINUOUS CUSTOMER CARE	In this paper, we employ the software as a service (SaaS) model which introduces drastic improvement to the situation, as the service provider can now have direct access to the user data and analyse it if agreed appropriately with the customer.	• Java Script • HTML • Google Analytics	• Cloud Computing • Machine Learning	*1.* Feedback loops are used that allow the service provider to capture feedback at the point of experience. One way to find out is to conduct continual end-user experience monitoring to determine if users are happy *2.* It is not always easy for SaaS providers to know what customers are experiencing. Literature survey

EXISTING SYSTEM

The existing system is a semi-automated at where the information is stored in the form of excel sheets in disk drives. The information sharing to the Volunteers, Group members, etc. is through mailing feature only. The information storage and maintenance is more critical in this system. Tracking the member's activities and progress of the work is a tedious job here. This system cannot provide the information sharing by 24x7 days.

References

1. **help desk**

2. **live chat box support**

Problem Statement

Definition

A problem statement is a concise description of the problem or issues a project seeks to address. The problem statement identifies the current state, the desired future state and any gaps between the two. A problem statement is an important communication tool that can help ensure everyone working on a project knows what the problem they need to address is and why the project is important.

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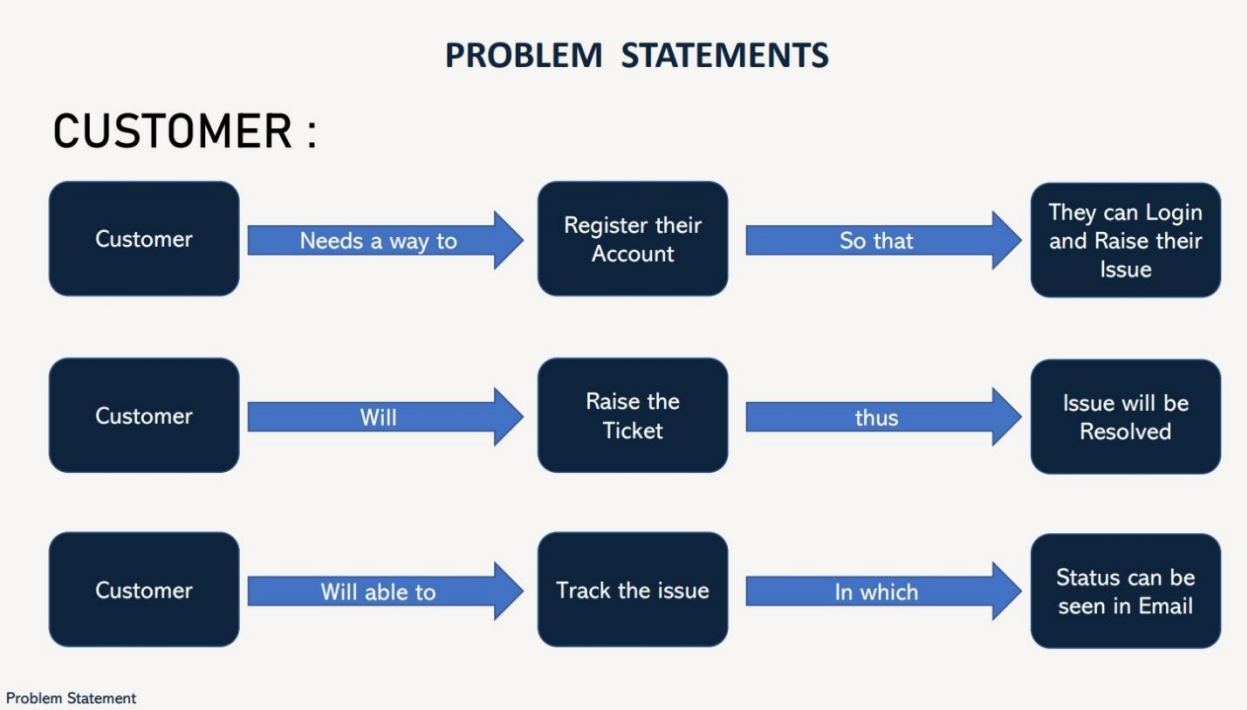

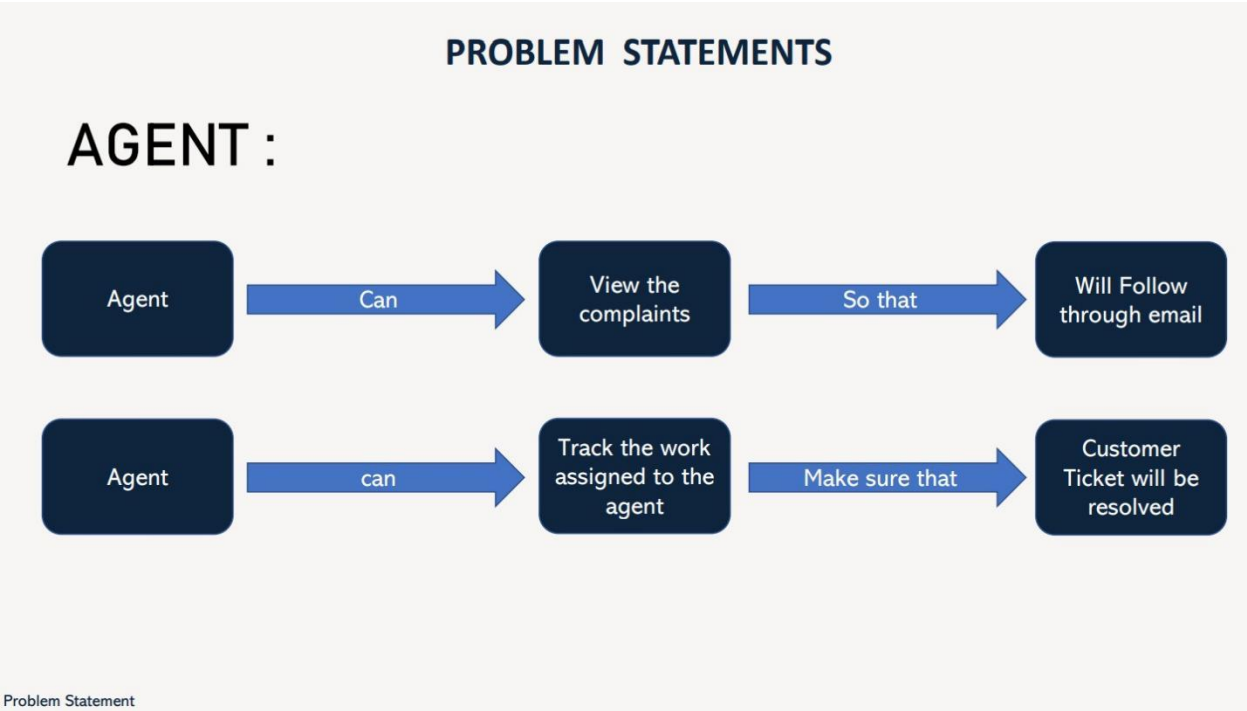

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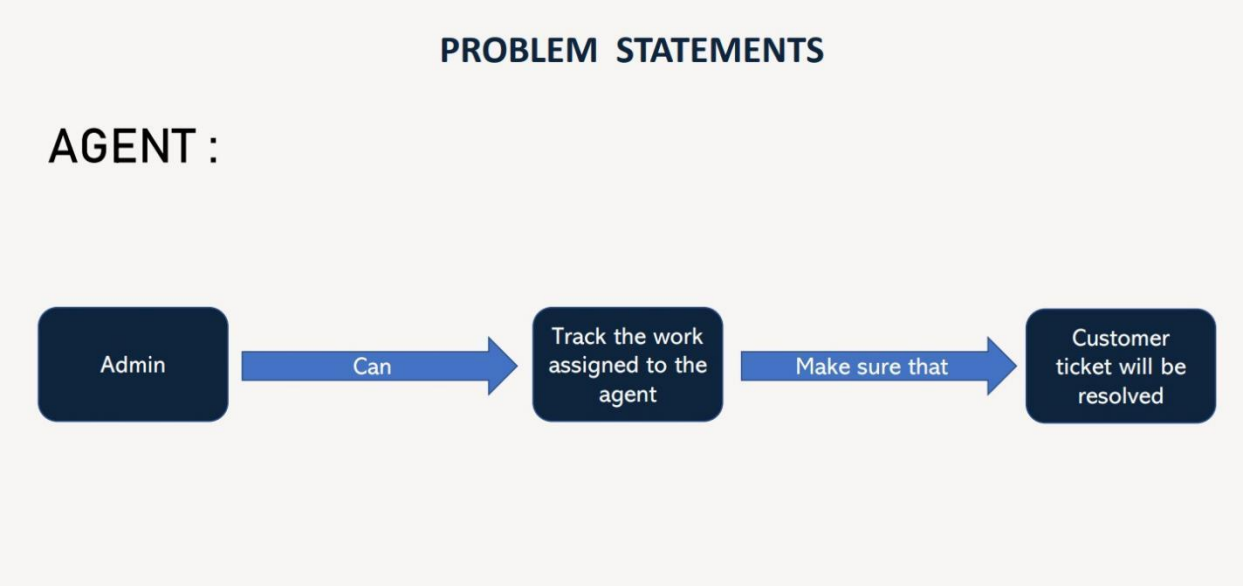

3. IDEATION & PROPOSED SOLUTION

Empathy Map Canvas

An empathy map is **a collaborative tool teams can use to gain a deeper insight into their customers**. Much like a user persona, an empathy map can represent a group of users, such as a customer segment. The empathy map was originally created by Dave Gray and has gained much popularity within the agile community.

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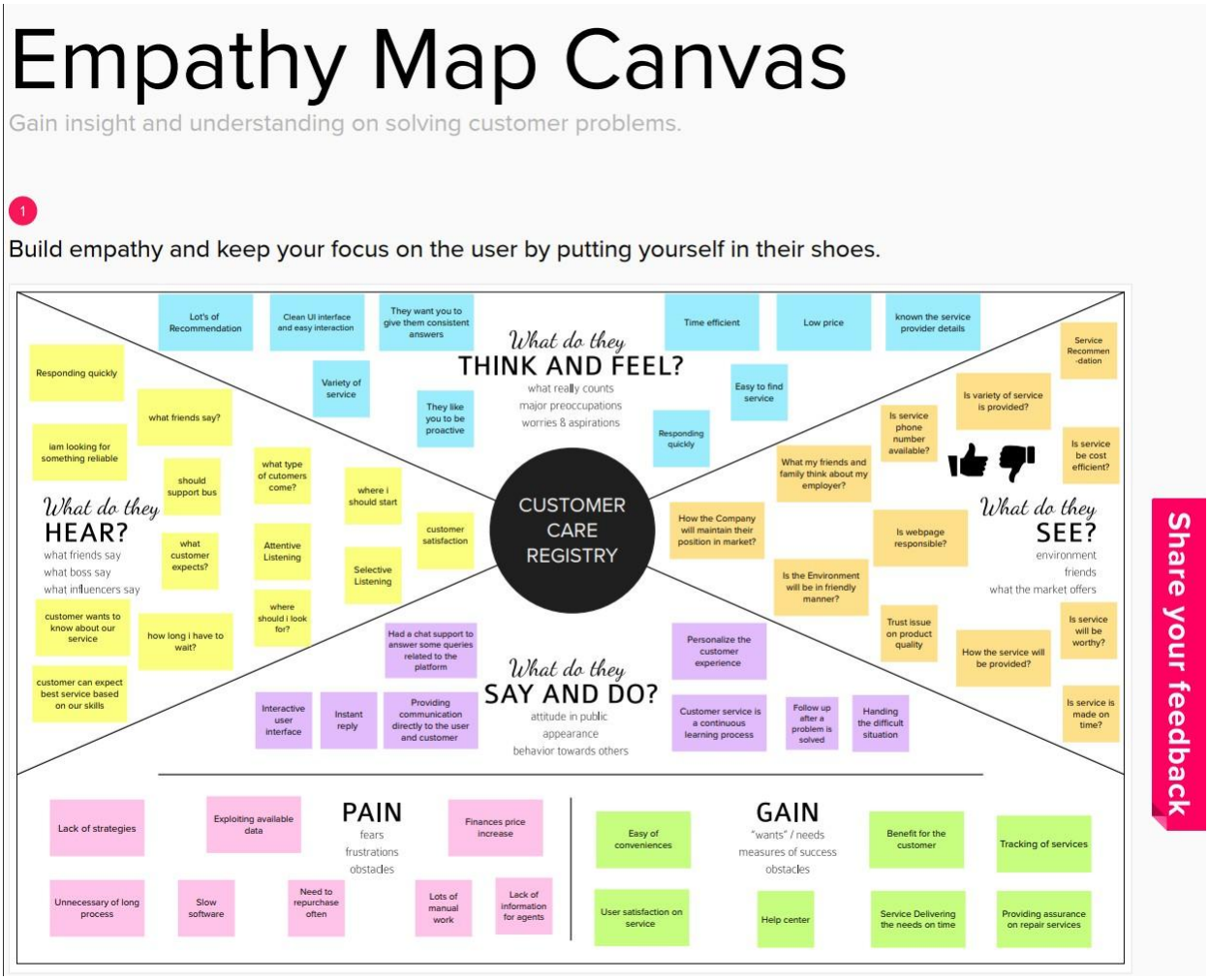

Ideation & Brainstorming

Ideation and the practise of brainstorming, a particular method for coming up with fresh ideas, are frequently closely related. The main distinction between ideation and brainstorming is that whereas brainstorming is nearly often done in groups, ideation is typically seen as being more of a solitary endeavour. A group of people are frequently gathered for a brainstorming session to generate either fresh, general ideas or solutions to specific problems or circumstances.

On instance, a large firm that has discovered it is the target of a significant lawsuit might wish to consult with its top executives to come up with ideas for how to

publicly respond to the case being filed.

In a brainstorming session, participants are encouraged to freely share any ideas that may come to mind. According to the theory, by coming up with a lot of ideas, the brainstorming group is more likely to find a workable solution to the problem they are trying to solve.

With the creation of various brainstorming software tools, such Brightidea and Idea wake, the distinction between ideation and brainstorming has gotten a little bit more hazy. These software applications are made to inspire staff members to come up with fresh suggestions for enhancing business operations and, eventually, bottom-line profitability. The applications frequently mix the ideation and brainstorming processes in that they can be used by individual employees, but businesses can replicate brainstorming sessions by having multiple employees use the software to produce fresh ideas for a particular problem.

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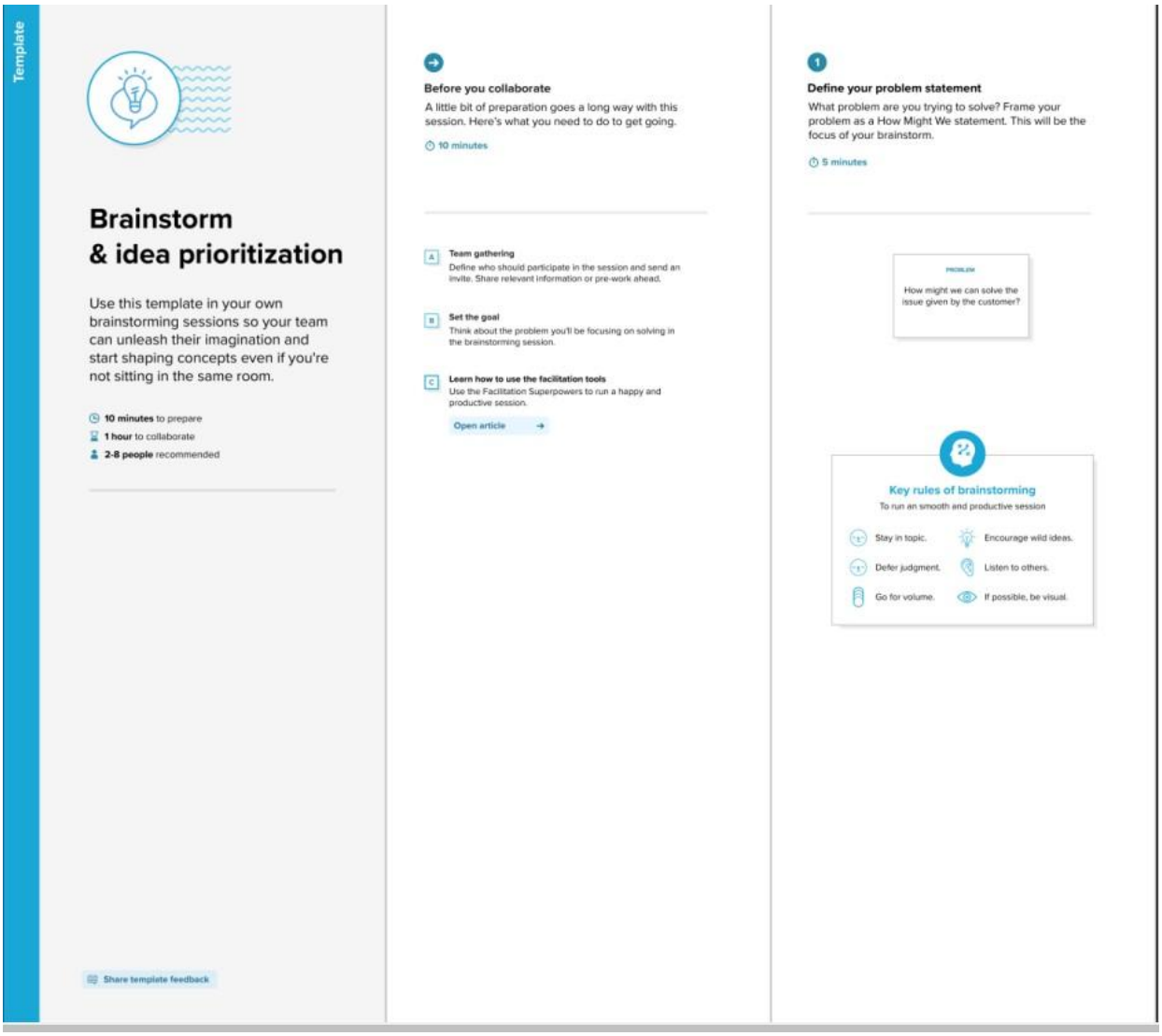

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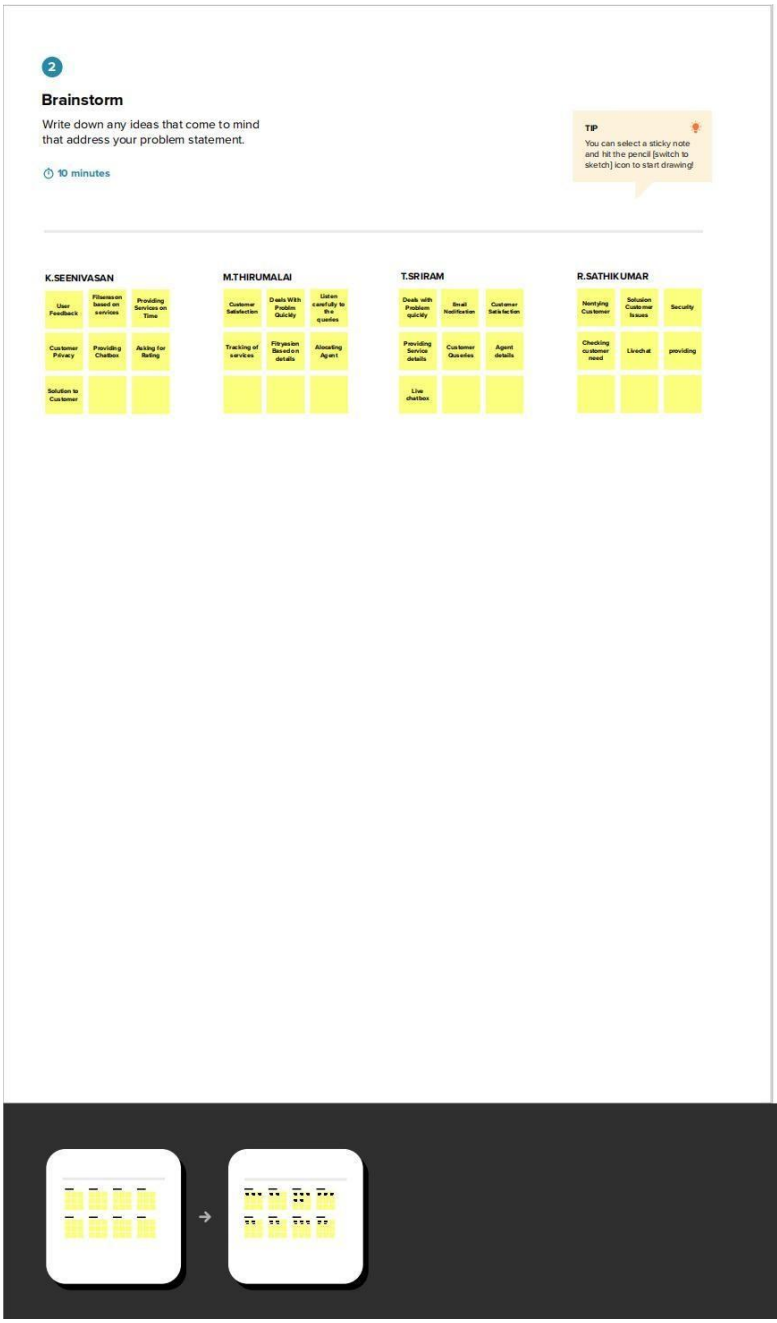

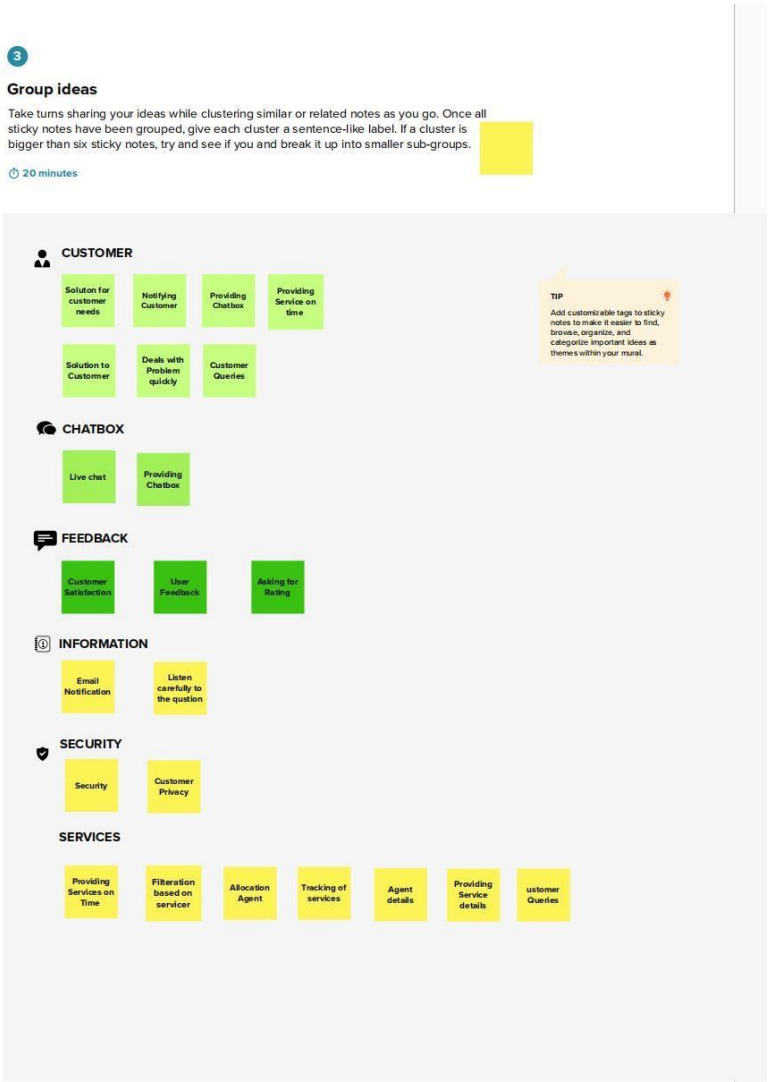

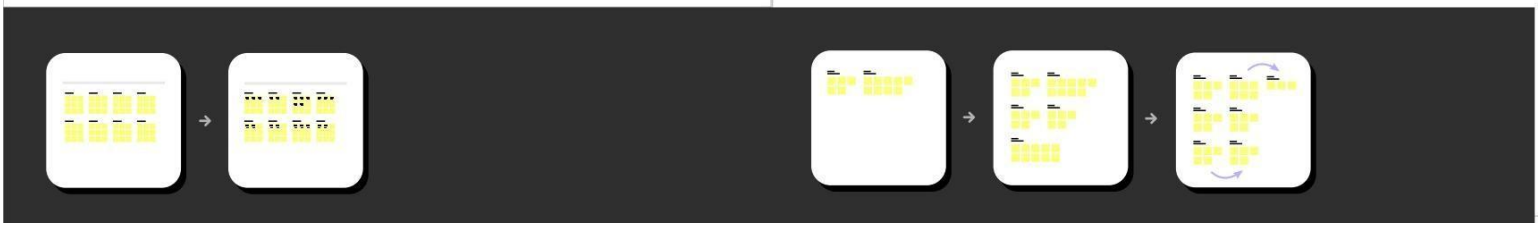

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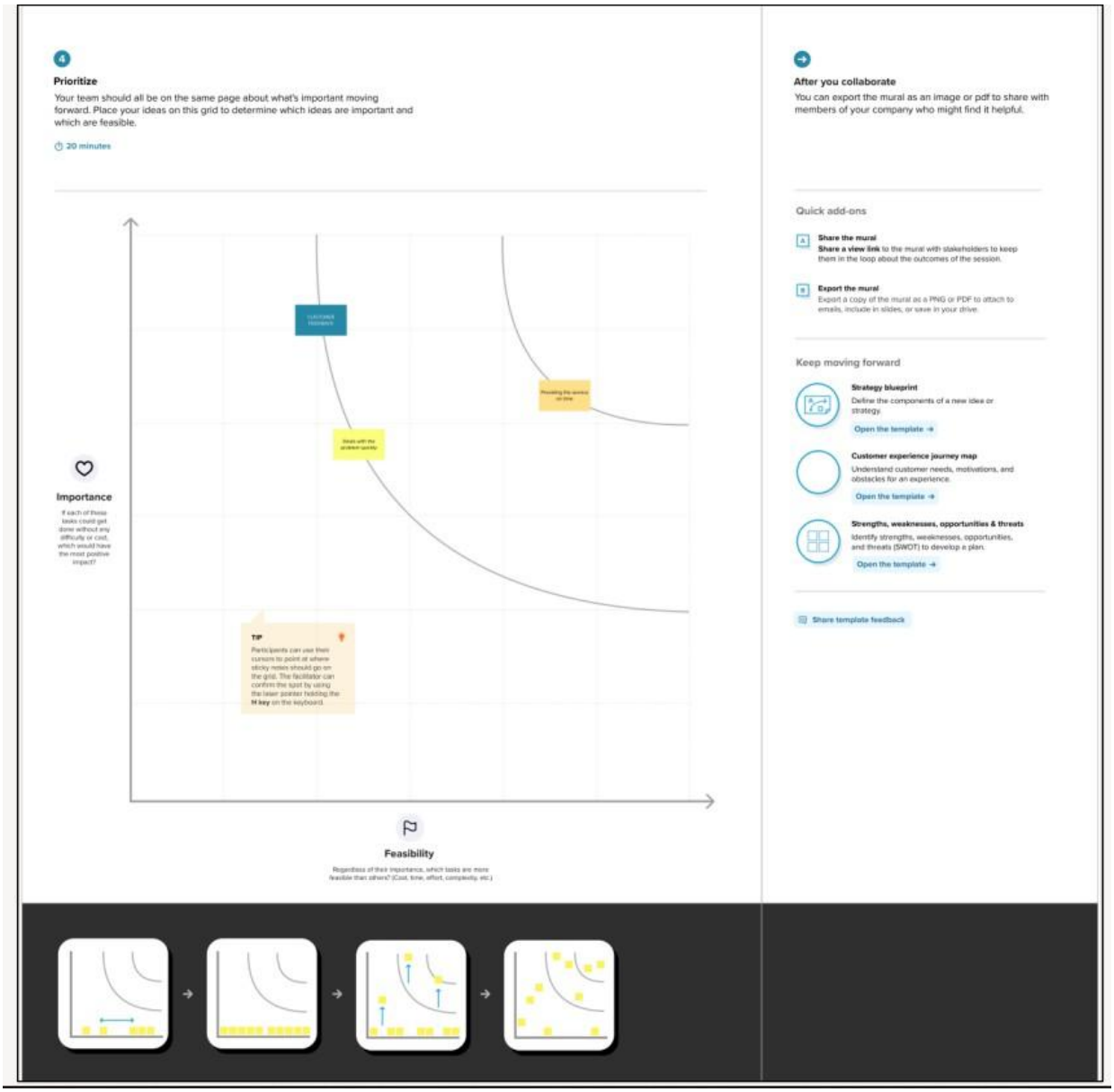

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Proposed Solution

S.NO.	PARAMETER	DESCRIPTION
01	Problem Statement (Problem to be solved)	To solve customer issues using Cloud Application Development.
02	Idea / Solution description	Assigned Agent routing can be solved by directly routing tothe specific agent about the issue using the specific Email. Automated Ticket closure by using daily sync of the daily database. Status Shown to the Customer can display the status of the ticket to the customer. Regular data retrieval in the form of retrieving lost data.
03	Idea / Solution description	Assigned Agent Routing, Automated Ticket Closure, StatusShown to the Customer, and Backup data in case of failures.
04	Social Impact / Customer Satisfaction	Customer Satisfaction, Customer can track their status and Easy agent communication.
05	Business Model (Revenue Model)	● Key Partners are Third-party applications, agents, and customers. ● Activities held as Customer Service, SystemMaintenance. ● Key Resources support Engineers, Multi-channel. ● Customer Relationship have 24/7 Email Support,Knowledge-based channel. ● Cost Structure expresses Cloud Platform, Offices
06	Scalability of the Solution	The real goal of scaling customer service is providing an environment that will allow your customer service specialists to be as efficient as possible. An environment where they will be able to spend less time on grunt work and more time on actually resolving critical customer issues

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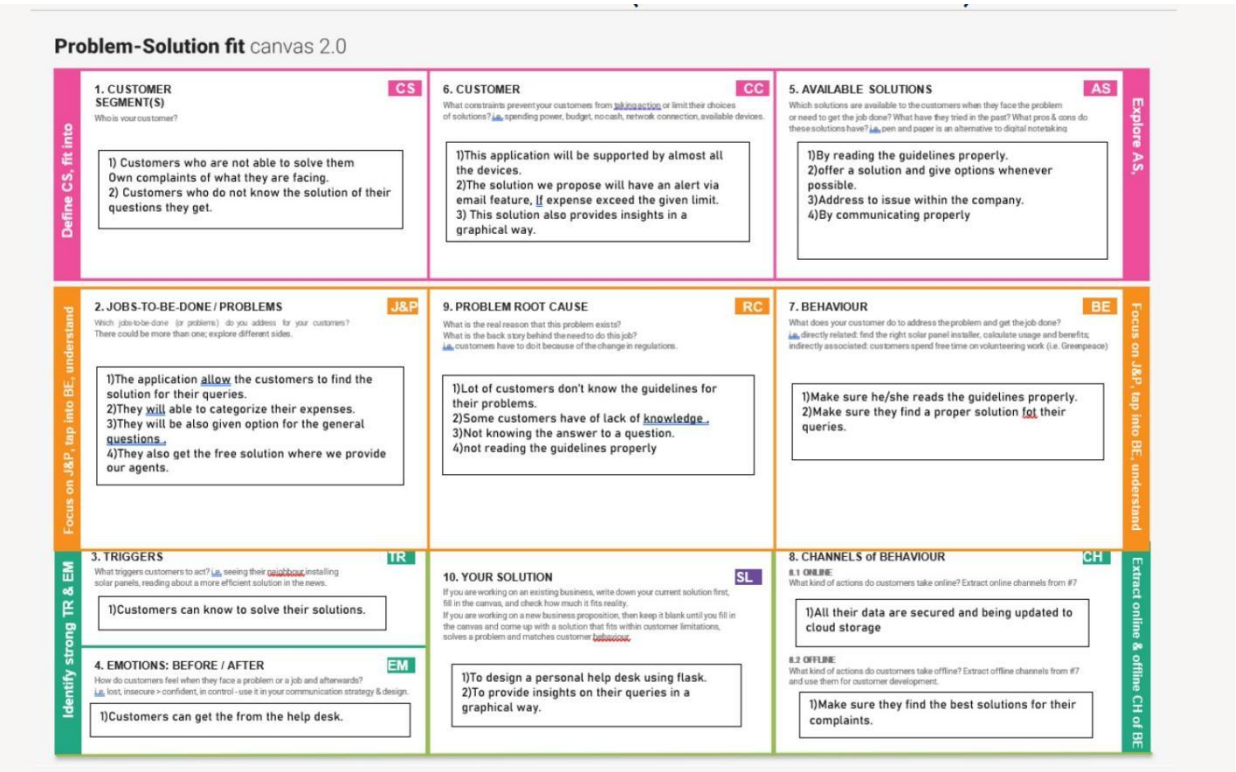
Problem Solution fit

1. Problem-Solution Fit - this occurs when you have evidence that customers care about certain jobs, pains, and gains. At this stage you've proved the existence of a problem and have designed a value proposition that addresses your customers' jobs, pains and gains. Unfortunately you still do not have clear evidence that your customer really care enough about your value proposition enough to buy it.



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4.REQUIREMENT ANALYSIS

What is Requirement Analysis: It is the process of determining user expectations for a system under consideration.

These should be quantifiable and detailed.

Requirement Analysis:

- > Serves as a foundation for test plans and project plan
- > Serves as an agreement between developer and customer
- > Process to make stated and unstated requirements clear
- > Process to validate requirement for completeness, ambiguity and feasibility.

Functional requirement

Functional requirements specify what a system should be able to do through computations, technical details, data manipulation and processing, and other specialised functions. Use cases, which are used to represent behavioural requirements, explain all the instances in which the system makes use of the functional requirements. Non-functional requirements, commonly referred to as "quality requirements," which place restrictions on the design or execution, support functional requirements (such as performance requirements, security, or reliability). Non-functional requirements often take the form "system shall be," while functional needs are typically articulated in the form "system must do." While non-functional needs are defined in the system architecture, the plan for

accomplishing functional requirements is detailed in the system design.

Functional requirements, as used in requirements engineering, outline specified outcomes of a system.

- **Functional requirements** are product features or functions that developers must implement to enable users to accomplish their tasks. So, it's important to make them clear both for the development team and the stakeholders. Generally, functional requirements describe system behaviour under specific conditions. For example:

- The system sends an approval request after the user enters personal information.

- A search feature allows a user to hunt among various invoices if they want to credit an issued invoice.

- The system sends a confirmation email when a new user account is created.

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Non-functional requirements

In general, non-functional requirements outline what a system is supposed to be rather than what it should be able to perform. Functional requirements are typically expressed as "system shall do," an individual action or component of the system, maybe explicitly in terms of a mathematical function, or as a black box description of an input, output, process, and control functional model, also known as an IPO Model. Non-functional requirements, on the other hand, have the form of "system shall be," which refers to a general characteristic of the system as a whole or of a particular aspect rather than a specific function. The overall characteristics of the system frequently determine whether a development project isa success or a failure.

Non-functional requirements are frequently referred to as a product's "qualitytraits" in error.

- Non-functional **requirements,** not related to the system functionality, rather define how the system should perform. Some examples are: The
- website pages should load in 3 seconds with the total number of simultaneous users <5 thousand.
- The system should be able to handle 20 million users without performance deterioration.
- Here’s a brief comparison and then we’ll proceed to a more in-depth explanation of each group.

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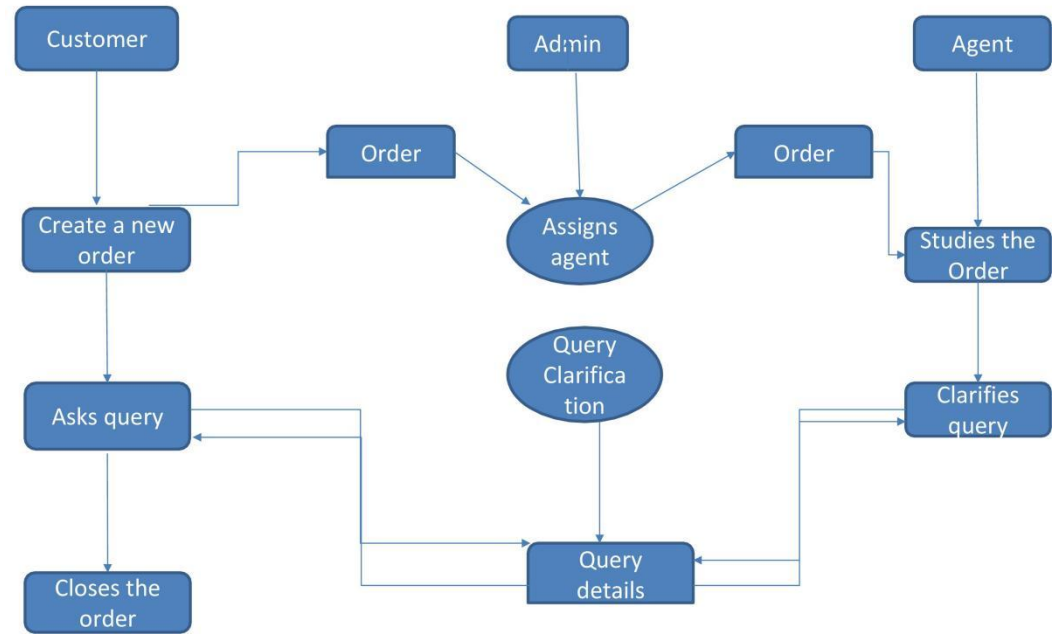
5. PROJECT DESIGN

Data Flow Diagrams

Data flow diagram for Customer care Registry



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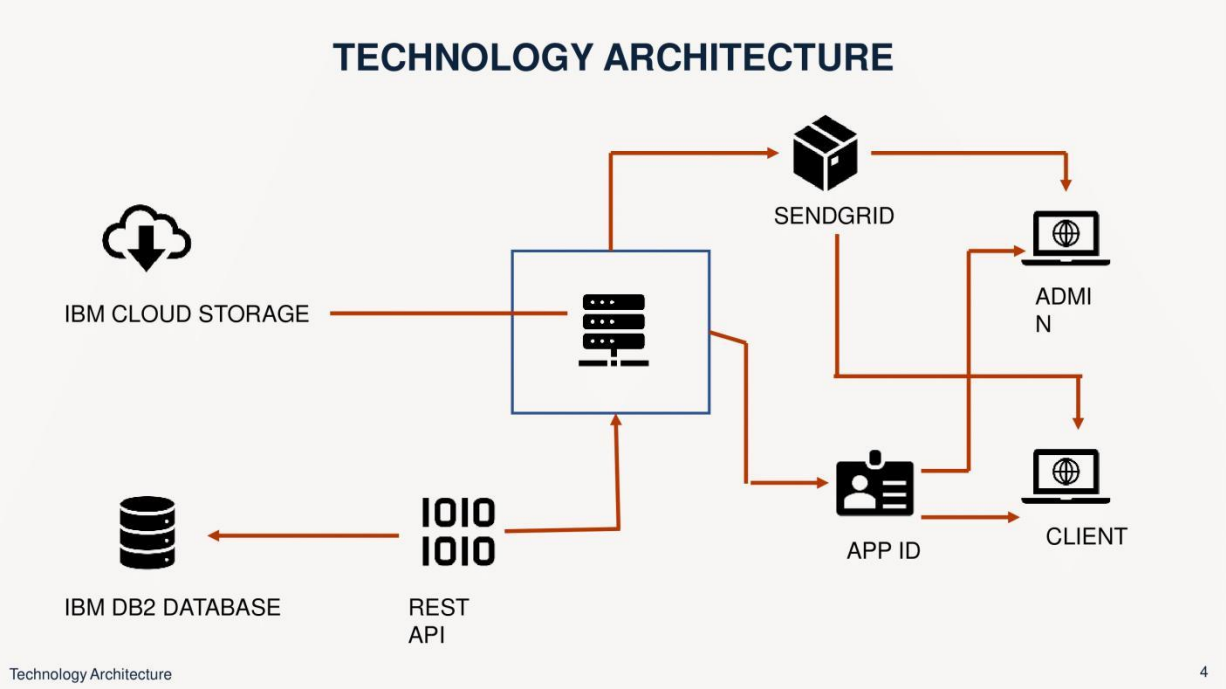
Solution & Technical Architecture



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TECHNOLOGY ARCHITECTURE

S.NO	COMPONENT	DESCRIPTION	TECHNOLOGY
1.	User Interface	How user interacts with application e.g. Web UI, Mobile App, Chatbot etc.	HTML, CSS, JavaScript / Angular Js / React Js etc.
2.	Application Logic-1	Logic for a process in the application	Python
3.	Application Logic-2	Logic for a process in the application	IBM Watson STT service
4.	Application Logic-3	Logic for a process in the application	IBM Watson Assistant
5.	Database	Data Type, Configurations etc.	MySQL etc
6.	Cloud Database	Database Service on Cloud	IBM DB2, IBM Cloudant etc.
7.	File Storage	File storage requirements	IBM Block Storage or Other Storage Service or Local Filesystem
11.	Infrastructure (Server / Cloud)	Application Deployment on Local System / Cloud Local Server Configuration: Cloud Server Configuration :	Local, Cloud Foundry, Kubernetes, etc.

Technology Architecture 5

APPLICATION CHARACTERISTICS

S.No	Characteristics	Description	Technology
1.	Open-Source Frameworks	List the open-source frameworks used	python flask
2.	Security Implementations	List all the security / access controls implemented, use of firewalls etc.	**e.g., encryption, intrusion detection software, antivirus, firewalls**
3.	Scalable Architecture	Justify the scalability of architecture (3 – tier, Micro-services)	**supports higher workloads without any fundamental changes to it.**
4.	Availability	Justify the availability of application (e.g. use of load balancers, distributed servers etc.)	High availability **enables your IT infrastructure to continue functioning even when some of its components fail.**
5.	Performance	Design consideration for the performance of the application (number of requests per sec, use of Cache, use of CDN's) etc.	Performance technology, therefore, is **a field of practice that uses various tools, processes, and ideas in a scientific, systematic manner to improve the desired outcomes of individuals and organizations.**

Technology Architecture 6

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USER STORIES

User Stories

Use the below template to list all the user stories for the product.

User Type	Functional Requirement (Epic)	User Story Number	User Story / Task	Acceptance criteria	Priority	Release
Customer (Mobile user)	Registration	USN-1	As a customer, I can register for the application by entering my email, password, and confirming my password.	I can access my account / dashboard	High	Sprint-1
	login	USN-2	As a customer, I can login to the application by entering correct email and password.	I can access my account/dashboard.	High	Sprint-1
	Dashboard	USN-3	As a customer, I can see all the orders raised by me.	I get all the info needed in my dashboard.	Low	Sprint-2
	Order creation	USN-4	As a customer, I can place my order with the detailed description of my query	I can ask my query	Medium	Sprint-2
	Address Column	USN-5	As a customer, I can have conversations with the assigned agent and get my queries clarified	My queries are clarified.	High	Sprint-3
	Forgot password	USN-6	As a customer, I can reset my password by this option incase I forgot my old password.	I get access to my account again	Medium	Sprint-4
	Order details	USN-7	As a Customer ,I can see the current stats of order.	I get abetter understanding	Medium	Sprint-4
Agent (web user)	Login	USN-1	As an agent I can login to the application by entering Correct email and password.	I can access my account / dashboard.	High	Sprint-3
	Dashboard	USN-2	As an agent, I can see the order details assigned to me by admin.	I can see the tickets to which I could answer.	High	Sprint-3
	Address column	USN-3	As an agent, I get to have conversations with the customer and clear his/er dobuts	I can clarify the issues.	High	Sprint-3
	Forgot password	USN-4	As an agent I can reset my password by this option in case I forgot my old password.	I get access to my account again.	Medium	Sprint-4
Admin (Mobile user)	Login	USN-1	As a admin, I can login to the appliaction by entering Correct email and password	I can access my account/dashboard	High	Sprint-1
	Dashboard	USN-2	As an admin I can see all the orders raised in the entire system and lot more	I can assign agents by seeing those order.	High	Sprint-1
	Agent creation	USN-3	As an admin I can create an agent for clarifying the customers queries	I can create agents.	High	Sprint-2
	Assignment agent	USN-4	As an admin I can assign an agent for each order created by the customer.	Enable agent to clarify the queries.	High	Sprint-1
	Forgot password	USN-5	As an admin I can reset my password by this option in case I forgot my old password.	I get access to my account.	High	Sprint-1

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6. PROJECT PLANNING & SCHEDULING

‘Project Planning and Scheduling’, though separate, are two sides of the same coin in project management. Fundamentally, ‘Project planning’ is all about choosing and designing effective policies and methodologies to attain project objectives. While ‘Project scheduling’ is a procedure of assigning tasks to get them completed by allocating appropriate resources within an estimated budget and time-frame.

The basis of project planning is the entire project. Unlikely, project scheduling focuses only on the project-related tasks, the project start/end dates and project dependencies. Thus, a ‘project plan’ is a comprehensive document that contains the project aims, scope, costing, risks, and schedule. And a project schedule includes the estimated dates and sequential project tasks to be executed.

Project Planning

The project planning phase refers to:

- Developing a project to make it ready for investment
- Determines the jobs/tasks required to attain project objectives

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Sprint Planning & Estimation

What is sprint planning?

- Sprint planning is an event in scrum that kicks off the sprint.
- The purpose of sprint planning is to define what can be delivered in the sprint and how that work will be achieved.
- Sprint planning is done in collaboration with the whole scrum team.
- In scrum, the sprint is a set period of time where all the work is done.
- However, before you can leap into action you have to set up the sprint.
- You need to decide on how long the time box is going to be, the sprint goal, and where you're going to start.
- The sprint planning session kicks off the sprint by setting the agenda and focus. If done correctly, it also creates an environment where the team is motivated, challenged, and can be successful.
- Bad sprint plans can derail the team by setting unrealistic expectations.

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Sprint 1

- HOMEPAGE
- LOGIN PAGE(CUSTOMER)
- ADMIN
- PAGE(CUSTOMER_LIST)

AGENT LOGIN PAGE

HOMEPAGE :

Verify user is able to see the Login/Signup pop-up when user
clicked on My account button

Steps To Execute :

1.Enter URL and click go

2.Scroll down

3.Verify login/Singup
pop-up displayed or not

Actual Result : Working as expected

status : PASS

LOGIN PAGE(CUSTOMER) :

Verify user is able to see the User home page when user finish on submitting
Credentials

Steps To Execute :

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1.Enter URL(http://169.51.204.215:30106/) and click go
2. To the User Login page and submit Your Credentials
Actual Result : USER Home Page pop-up should display
status : PASS

ADMIN PAGE(CUSTOMER_LIST)

Verify user is able to see the ADMIN home page when user finish on submitting Credentials
Steps To Execute :
1.Enter URL(http://169.51.204.215:30106/) and click go
2. To the User Login page and submit Your Credentials
Actual Result : ADMIN Home Page pop-up should display
status : PASS

AGENT LOGIN PAGE :

On delete Button the user Credentials will be delected
Steps To Execute :
1.Enter URL(http://169.51.204.215:30106/) and click go
2. To the User Login page and submit Your Credentials
Actual Result :
ADMIN Home Page pop-up should display Acceptance Testing
status : PASS

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Sprint 2

- ✓ HOMEPAGE
- ✓ AGENT HOMEPAGE
- ✓ CUSTOMER HOMEPAGE
- ✓ ADMIN (AGENT LIST)
- ✓ WEBCHAT

HOMEPAGE :

Verify user is able to see the Login/Signup pop-up when user clicked on My account button

Steps To Execute :

1.Enter URL and click go

2.Scroll down

3.Verify login/Singup pop-up displayed or not

Actual Result : Working as expected

status : PASS

AGENT LOGIN PAGE :

On delete Button the user Credentials will be delected

Steps To Execute :

1.Enter URL(http://169.51.204.215:30106/) and click go

2. To the User Login page and submit Your Credentials

Actual Result :

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ADMIN Home Page pop-up should display Acceptance Testing
status : PASS

LOGIN PAGE(CUSTOMER) :

Verify the User has No Complaint
Steps To Execute :

1.Enter URL(http://169.51.204.215:30106/) and click go
2. To the User Login page and submit Your Credentials
Actual Result :No Complaint should shown
status : PASS

ADMIN PAGE(CUSTOMER_LIST)

Verify the overall Delect the database for User
Steps To Execute :
1.Enter URL(http://169.51.204.215:30106/) and click go
2. To the User Login page and submit Your Credentials
Actual Result : Delect the overall Agent database delect
status : PASS

WEBCHAT

A chatbot is a support system for your customer service. Using artificial intelligence and natural language processing, your chatbot can simulate conversation with a user through messaging applications, websites, mobile apps and more, giving them accurate and relevant information. By powering your AI

chatbot with Watson Assistant, you can avoid the difficulties associated with traditional chatbot building platforms and build a tool that will improve your customer support.

Sprint 3

- ✓ HOMEPAGE
- ✓ CUSTOMER COMPLAINT_PAGE
- ✓ CUSTOMER HOMEPAGE
- ✓ ADMIN
- ✓ PAGE(COMPLAINT_LIST)

AGENT ALLOTMENT

HOMEPAGE :

Verify user is able to see the Login/Signup pop-up when user
clicked on My account button

Steps To Execute :

1.Enter URL and click go

2.Scroll down

3.Verify login/Singup
pop-up displayed or not

Actual Result : Working as expected

status : PASS

CUSTOMER COMPLAINT_PAGE

Verify user is able to see the User home page when user finish on submitting Credentials

Steps To Execute :

1.Enter URL(http://169.51.204.215:30106/) and click go

2. To the User Login page and submit Your Credentials

Actual Result : USER Home Page pop-up should display

status : PASS

ADMIN PAGE(CUSTOMER_LIST)

Verify user is able to see the ADMIN home page when user finish on submitting Credentials

Steps To Execute :

1.Enter URL(http://169.51.204.215:30106/) and click go

2. To the User Login pageand submit Your Credentials

Actual Result : ADMIN Home Page pop-up should display

status : PASS

AGENT LOGIN PAGE :

On delete Button the user Credentials will be delected

Steps To Execute :

1.Enter URL(http://169.51.204.215:30106/) and click go

2. To the User Login page and submit Your Credentials

Actual Result :

ADMIN Home Page pop-up should display Acceptance Testing

status : PASS

Sprint 4

- ✓ Testing the user and Admin login page
- ✓ Testing the sign in and sign up
- ✓ Testing the all page

status : PASS

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Reports from JIRA :

Jira's value proposition heavily relies on its reporting capabilities. By delivering critical insights in real time, reporting elevates the value of your Jira deployment and empowers your team to take informed decisions that improve output and performance. It is crucial to evaluate each project's status in order to accomplish objectives and control workloads. Jira reports can aid teams in quickly identifying and resolving performance, bandwidth, and workflow obstacles, enabling them to stay on top of both short-term and long-term projects.

It's crucial to note that Jira provides a variety of tools and reports to assist you in getting a clear picture of your team's progress, each with unique advantages, restrictions, and applications. Each team or organisation should utilise the reports and resources that

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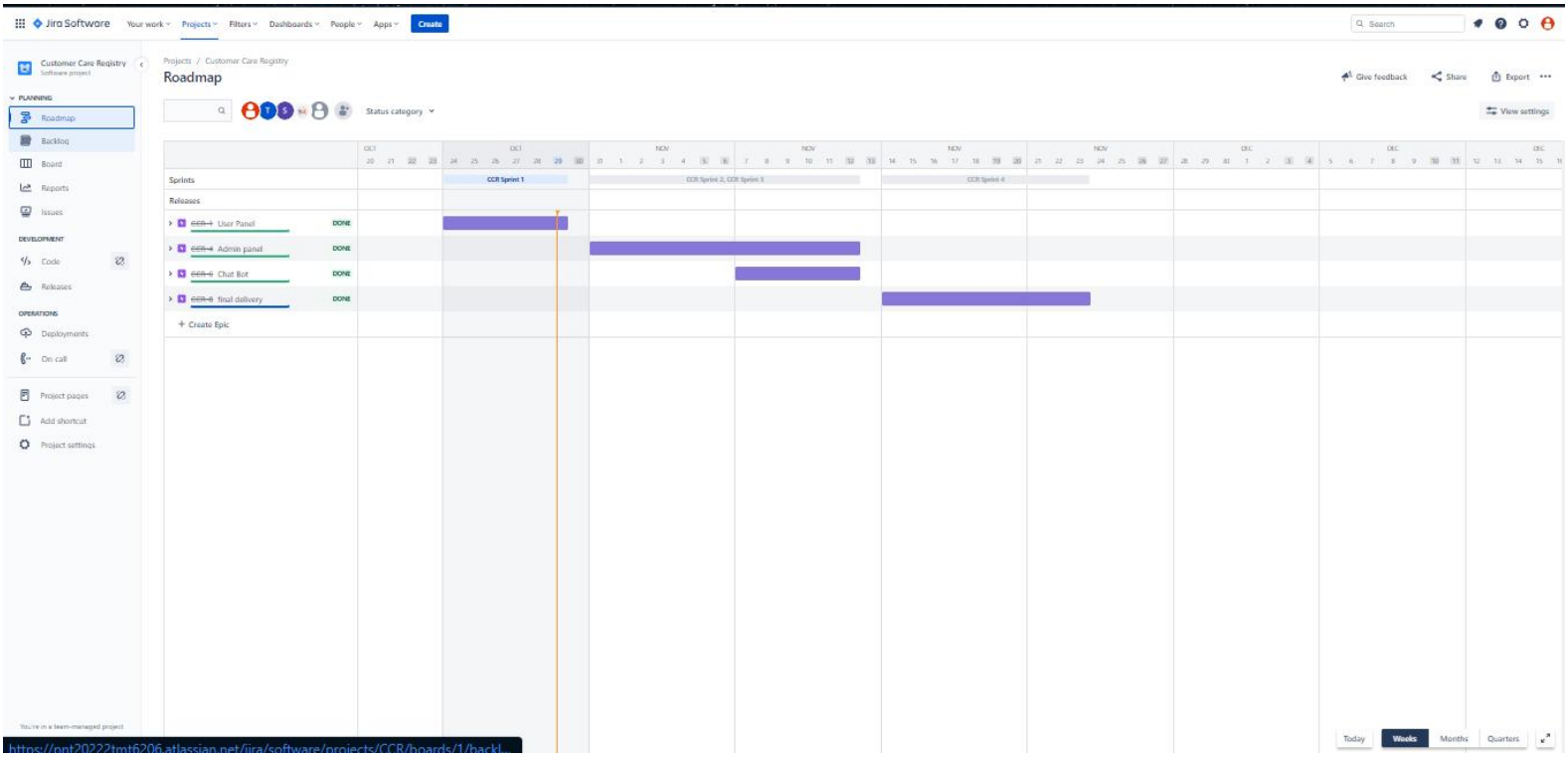

7.CODING & SOLUTIONING

College graduates with prior programming expertise or technical degrees are recruited and transitioned into professional positions with Alabama firms and organisations through the highly competitive CodingSolutions job accelerator and talent refinement programme at no cost to the graduates. We provide a pool of varied, well-trained, techs-savvy individuals that wants to launch and advance their career in Alabama.

The mission of veteran- and woman-owned CodingSolutions is to mobilise the nextgeneration of IT talent and provide them the tools and resources they require to make your business successful. Innovative talent is necessary for innovative technologies. We wish to provide CodingSolutions prospects to assist you expand

your Alabama team.
Our applicants are swiftly hired at the top of the list by growing businesses for lucrative, long-term positions.

Features

7 main types of customer needs :

- ✓ Friendliness
- ✓ Empathy
- ✓ Fairness
- ✓ Control
- ✓ Alternatives
- ✓ Information
- ✓ Time

1. Friendliness

This is the most basic customer need that's associated with things like courtesy and politeness. Friendly agents are a top indicator of a good customer experience, according to the customers surveyed in our 2021 Trends Report.

2. Empathy

Customers need to know the organization understands and appreciates their needs and circumstances. In fact, 49% surveyed in our 2021 Trends Report said they want agents to be empathetic.

3. Fairness

Customers must feel that they're getting adequate attention and fair and reasonable answers.

4. Control

Customers want to feel like they have an influence on the outcome. You can empower yourcustomers by listening to their feedback and using it to improve.

5. Alternatives

Customers want choice and flexibility from customer service; they want to know there is a range of options available to satisfy them. In fact, high-performing companies are more likely to provide customers with a choice of customer service channels. 50% of high performers have adopted an omnichannel support strategy, compared to 18% of their lower-performing peers.

6. Information

Customers want to know about products and services in a pertinent and time-sensitive manner; too much information and selling can be off-putting for them. A knowledge base is a great way to provide existing customers with the information they need, when they need it. And high-performing CX teams are more likely to offer a knowledge base, according to our research.

7. Time

Customers' time is valuable, and organizations need to treat it as such. 73% of customers said resolving their issues quickly is the top component of a good customer experience. To deliver on that expectation, CX teams need customer service software that arms them with tools to respond to customers quickly and effectively.

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Database Schema :

A database schema defines how data is organized within a relational database; this is inclusive of logical constraints such as, table names, fields, data types, and the relationships between these entities. Schemas commonly use visualrepresentations to communicate the architecture of the database, becoming the foundation for an organization’s data management discipline. This process of database schema design is also known as data modeling.

These data models serve a variety of roles, such as database users, database administrators, and programmers. For example, it can help database administrators manage normalization processes to avoid data duplication.
Alternatively, it can enable analysts to navigate these data structures to conduct reporting or other valuable business analyses. These diagrams act as valuable documentation within the database management system (DBMS), ensuring alignment across various stakeholders.

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Types of database schemas

Database schema types

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- Although the term "schema" is used in a wide variety of contexts, it most frequently refers to three distinct types of schema: conceptual database schemas, logical database schemas, and physical database schemas.

- Conceptual schemas provide a broad overview of the system's contents, organisational structure, and business rules. Typically, conceptual modelsare developed as a part of obtaining the initial project requirements.

- Comparatively speaking, logical database schemas are less abstract than conceptual schemas. Table names, field names, entity relationships, and integrity constraints—i.e., any regulations governing the database—are all well defined schema objects with information. They normally don't have any technical requirements, though.

- The technical details that the logical database schema lacks are provided by physical database schemas.

8. TESTING :

Test cases :

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TEST CASES

Test case ID	Feature Type	Component	Test Scenario	Steps To Execute	Test Data	Expected Result	Actual Result	Status	Commnets	TC for Automation(Y/N)	BUG ID	Executed By
LoginPage_TC_OO1	Functional	Home Page	Verify user is able to see the Login/Signup popup when user clicked on My account button	1.Enter URL and click go 2.Scroll down 3.Verify login/Singup popup displayed or not	http://169.51.204.215:30106/	Login/Signup popup should display	Working as expected	PASS	Successfull	Y		GURURAJAN KAMALESUWARAN
LoginPage_TC_OO2	UI	Home Page	Verify the UI elements in Login/Signup popup	1.Enter URL and click go 2.Click on Sigup button for User 3.Verify login/Singup popup with below UI elements: a.id text box b.password text box c.Login button d.New customer? Create account link e.Last password? Recovery password link	http://169.51.204.215:30106/	Application should show below UI elements: a.email text box b.password text box c.Login button with orange colour d.New customer? Create account link e.Last password? Recovery password link	Working as expected	PASS	Successful	Y		RAJKIRAN S S SRIGOVINDH
LoginPage_TC_OO3	Functional	Home page	Verify user is able to log into application with Valid credentials	1.Enter URL(https://shopenzer.com/) and click go 2.Click on My Account dropdown button 3. Enter Valid ID in ID text box 4.Enter valid password in password text box 5.Click on login button	ID: 5342 password: Testing123	User should navigate to user account homepage	Working as expected	PASS	Successful	Y		RAJKIRAN S S SRIGOVINDH

LoginPage_TC_OO4	Functional	Login page	Verify user is able to log into application with InValid credentials	1.Enter URL(http://169.51.204.215:30106/) and click go 2.Click on My Account dropdown button 3.Enter InValid ID in ID text box 4.Enter valid password in password text box 5.Click on login button	ID: 5342 password: Testing123	Application should show 'Incorrect email or password ' validation message.	Working as expected	PASS	Successful	Y		RAJKIRAN S S
LoginPage_TC_OO5	Functional	Login page	Verify user is able to log into application with InValid credentials	1.Enter URL(http://169.51.204.215:30106/) and click go 2.Click on My Account dropdown button 3.Enter Valid ID in ID text box 4.Enter Invalid password in password text box 5.Click on login button	ID: 5342 password: Testing12367868 6786876876	Application should show 'Incorrect email or password ' validation message.	Working as expected	PASS	Successful	Y		KAMALESUWARAN D
LoginPage_TC_OO6	Functional	Login page	Verify user is able to log into application with InValid credentials	1.Enter URL(http://169.51.204.215:30106/) and click go 2.Click on My Account dropdown button 3.Enter InValid ID in ID text box 4.Enter Invalid password in password text box 5.Click on login button	ID: 5342 password: Testing123	Application should show 'Incorrect email or password ' validation message.	Working as expected	PASS	Successful	Y		SRIGOVINDH

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LoginPage_TC_OO7	Functional	Login page	Verify User is able to log into application with Valid Credentials	1.Enter URL(http://169.51.204.215:30106/) and click go 2.Click on My Account dropdown button 3.Enter InValid ID in ID text box 4.Enter Invalid password in password text box 5.Click on login button	ID: 5434 password: Testing123	Application should show 'correct email or password ' validation message.	Working as expected	PASS	Successful	Y		GURURAJAN KAMALESUWARAN
LoginPage_TC_OO8	Functional	Login page for ADMIN	Verify User is able to log into application with Valid Credentials	1.Enter URL(http://169.51.204.215:30106/) and click go 2.Click on My Account dropdown button 3.Enter Valid ID in ID text box 4.Enter valid password in password text box 5.Click on login button	ID: 1111 password: 5678	Application should show 'correct email or password ' validation message.	Working as expected	PASS	Successful	Y		RAJKIRAN S S
LoginPage_TC_OO9	UI	ADMIN PAGE	Verify all the Customer database is visible	1.Enter URL(http://169.51.204.215:30106/) and click go 2.Click on My Account dropdown button 3.Enter InValid ID in ID text box 4.Enter Invalid password in password text box 5.Click on login button	http://169.51.204.215:30106/	Customer database is visible	Working as expected	PASS	Successful	Y		RAJKIRAN S S

LoginPage_TC_O10	Functional	USER REGISTER	Verify Id sent to customer email address	1.Enter URL(http://169.51.204.215:30106/) and click go 1.Register the account by giving credentials 2. Click on button Submit	http://169.51.204.215:30106/	Email sent successfully	Working as expected	PASS	Successful	Y		RAJKIRAN S S
LoginPage_TC_O11	Functional	AGENT REGISTER	Verify AGENT is able to log into application with Valid Credentials	1.Enter URL(http://169.51.204.215:30106/) and click go 2.Click on My Account dropdown button 3.Enter InValid ID in ID text box 4.Enter Invalid password in password text box 5.Click on login button	ID- 5342 password: Testing123	ID sent successfully	Application should show 'correct email or password ' validation message.	PASS	Successful	Y		SRIGOVINDH
LoginPage_TC_O12	Functional	Login page for ADMIN	Verify User is able to log into application with InValid Credentials	1.Enter URL(http://169.51.204.215:30106/) and click go 2.Click on My Account dropdown button 3.Enter InValid ID in ID text box 4.Enter Invalid password in password text box 5.Click on login button	ID: 1111 password: 5678	Application should show 'Incorrect ID or password ' validation message.	Working as expected	PASS	Successful	Y		RAJKIRAN S S
LoginPage_TC_O13	UI	Home page for Agent	Verify user is able to see the agent home page when user finish on submitting Credentials	1. Enter URL(http://169.51.204.215:30106/) and click go 2.To the Agent Login page and submit Your Credentials	ID: 1111 password: 5678	AGENT Home Page popup should display	Working as expected	PASS	Successful	Y		SRIGOVINDH

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LoginPage_TC_O14	UI	Home page for USER	Verify user is able to see the User home page when user finish on submitting Credentials	1.Enter URL(http://169.51.204.215:30106/) and click go 2.To the User Login page and submit Your Credentials	http://169.51.204.215:30106/	USER Home Page popup should display	Working as expected	PASS	Successful	Y		RAJKIRAN SS
LoginPage_TC_O15	UI	Home page for ADMIN	Verify user is able to see the ADMIN home page when user finish on submitting Credentials	1.Enter URL(http://169.51.204.215:30106/) and click go 2.To the User Login page and submit Your Credentials	http://169.51.204.215:30106/	ADMIN Home Page popup should display	Working as expected	PASS	Successful	Y		KAMALESUWARAN D
LoginPage_TC_O16	Functional	AGENT PAGE	On delete Button the user Credentials will be delected	1.Enter URL(http://169.51.204.215:30106/) and click go 2. To the Admin Page and delect on User Credentials	http://169.51.204.215:30106/	ADMIN Home Page popup should display	Working as expected	PASS	Successful	Y		RAJKIRAN S S

TEST CASES 7

Test case ID	Feature Type	Component	Test Scenario	Steps To Execute	Test Data	Expected Result	Actual Result	Status	Commnets	TC for Automation(Y/N)	BUG ID	Executed By
User_Page_TC_O O1	Functional	USER PAGE	Verify user is able to see the Show Complaint popup when user clicked on popup	1.Enter URL and click go 2.Scroll down 3.Verify login/Singup popup displayed or not	http://169.51.204.215:30106/	Show Complaint popup should display	Working as expected	PASS	Successfull	Y		KAMALESUWARAN
User_Page_TC_O O2	UI	USER PAGE	Verify the User has No Complaint	Click on the Url and go to user page by giving Correct Credentials	http://169.51.204.215:30106/	No Complaint should shown	Working as expected	PASS	Successful	Y		RAJKIRAN S S
User_Page_TC_O O3	UI	USER PAGE	Verify User Total Complaint is Zero	Click on the Url and go to user page by giving Correct Credentials	http://169.51.204.215:30106/	Total Number of Complaint is Zero	Working as expected	PASS	Successful	Y		SRIGOVINDH

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Admin_Page_TC_OO4	Functional	Admin Page	Admin can see the Agent DataBase	1.Enter URL(http://169.51.204.215:30106/) and click go 2.Enter the Credentials for the admin page and submit	http://169.51.204.215:30106/	Agent Database should display on show agent database.	Working as expected	PASS	Successful	Y		KAMALESUWARAN D
Admin_Page_TC_OO5	Functional	Admin Page	Admin can delect the Agent Database	1.Enter URL(http://169.51.204.215:30106/) and click go 2.Click on submit by giving correct credentials to the admin Page	http://169.51.204.215:30106/	Delect the agent Database	Working as expected	PASS	Successful	Y		RAJKIRAN S S
Admin_Page_TC_OO6	Functional	Admin Page	Verify the overall Delect the database for User	1.Enter URL(http://169.51.204.215:30106/) and click go 2.Click on submit by giving correct credentials to the admin Page 3.After type the "A" in the Text box for the agent database delect	http://169.51.204.215:30106	Delect the overall Agent database delect.	Working as expected	PASS	Successful	Y		RAJKIRAN S S

Admin_Page_TC_OO7	UI	Admin Page	Verify the admin seen the text box for the delect option	1.Enter URL(http://169.51.204.215:30106/) and click go 2.Click on submit by giving correct credentials to the admin Page 3.Admin Can see the text box for delect option	http://169.51.204.215:30106	Text box working for the correct Keyword.	Working as expected	PASS	Successful	Y		GURURAJAN KAMALESUWARAN
Home_Page_TC_OO8	UI	Register Account for Agent	Verify User is able to seen the Register Page for Agent	1.Enter URL(http://169.51.204.215:30106/) and click go 2.Click on the Agent button for register	http://169.51.204.215:30106	After register Page popup should seen.	Working as expected	PASS	Successful	Y		SRIGOVINDH
Agent_Register_TC_O10	UI	AGENT REGISTER	Verify all the text box will be visible for register	1.Enter URL(http://169.51.204.215:30106/) and click go 2.Click on the Agent button after the text field are visible for the agent to see	http://169.51.204.215:30106/	Agent Register text fields are visible	Working as expected	PASS	Successful	Y		RAJKIRAN S S

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Agent_Register_TC_O11	Functional	AGENT REGISTER	Verify Id sent to customer email address	1.Enter URL(http://169.51.204.215:30106/) and click go 1.Register the account by giving credentials 2. Click on button Submit	http://169.51.204.215:30106/	Email sent successfully	Working as expected	PASS	Successful	Y		RAJKIRAN S S
Web_Chat_TC_O11	Functional	WEB CHAT	Click on the Web chat button	1.Enter URL(http://169.51.204.215:30106/) and click go 1.Click on the Web Chat Button	http://169.51.204.215:30106/	Web chat popup	Working as expected	PASS	Successful	N		SRIGOVINDH
Web_chat_TC_O12	UI	WEB CHAT	Web chat button visible	1.Enter URL(http://169.51.204.215:30106/) and click go 1.shown on the Web Chat Button	http://169.51.204.215:30106/	Web chat visible	Working as expected	PASS	Successful	N		RAJKIRAN S S
Admin_Login_TC_O13	Functional	AGENT LOGIN	Verify user is able to get login id on emails	1. Enter URL(http://169.51.204.215:30106/) and click go 2.To the Agent Login page getting of emails	http://169.51.204.215:30106/	Get Notified by Emails	Working as expected	PASS	Successful	Y		KAMALESUWARAN D

Agent_Login_TC_O14	UI	AGENT Login	Visible for text field for enter email id	1.Enter URL(http://169.51.204.215:30106/) and click go 2.To the User Login page and seen your textfields	http://169.51.204.215:30106/	Text Fields for Email in Agent Page	Working as expected	PASS	Successful	Y		RAJKIRAN S S
LoginPage_TC_O15	UI	USER Login	Visible for text field for enter email id	1.Enter URL(http://169.51.204.215:30106/) and click go 2.To the User Login page and seen your textfields	http://169.51.204.215:30106/	Text Fields for Email in Agent Page	Working as expected	PASS	Successful	Y		KAMALESUWARAN D
Agent_Login_TC_O16	Functional	AGENT Login	Visible for Password on Forgot Password	1.Enter URL(http://169.51.204.215:30106/) and click go 2.To the Agent Forgot Page after verification Password should Visible	http://169.51.204.215:30106/	Password should Visible	Working as expected	PASS	Successful	Y		RAJKIRAN S S

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Test case ID	Feature Type	Component	Test Scenario	Steps To Execute	Test Data	Expected Result	Actual Result	Status	Commnets	TC for Automation(Y/N)	BUG ID	Executed By
HomePage_TC_OO1	Functional	Home Page	Verify user is able to see the Login/Signup popup when user clicked on My account button	1. Enter URL and click go 2.Scroll down 3.Verify login/Singup popup displayed or not	http://169.51.204/215:30106/	Login/Signup popup should display	Working as expected	PASS	Successfull	Y		GURURAJAN KAMALESUWARAN
HomePage_TC_OO2	UI	Home Page	Verify the UI elements in Login/Signup popup	1.Enter URL and click go 2.Click on Sigup button for User 3.Verify login/Singup popup with below UI elements: a.id text box b.password text box c.Login button d.New customer? Create account link e.Last password? Recovery password link	http://169.51.204/215:30106/	Application should show below UI elements: a.email text box b.password text box c.Login button with orange colour d.New customer? Create account link e.Last password? Recovery password link	Working as expected	PASS	Successful	Y		RAJKIRAN S S SRIGOVINDH
HomePage_TC_OO3	Functional	Home page	Verify user is able to log into application with Valid credentials	1.Enter URL(https://shopenzer.com /) and click go 2.Click on My Account dropdown button 3. Enter Valid ID in ID text box 4.Enter valid password in password text box 5.Click on login button	ID: 5342 password: Testing123	User should navigate to user account homepage	Working as expected	PASS	Successful	Y		RAJKIRAN S S SRIGOVINDH

HomePage_TC_OO4	Functional	Home page	Verify user is able to log into application with InValid credentials	1.Enter URL(http://169.51.204.215:30106/) and click go 2.Click on My Account dropdown button 3.Enter InValid ID in ID text box 4.Enter valid password in password text box 5.Click on login button	ID: 5342 password: Testing123	Application should show 'Incorrect email or password ' validation message.	Working as expected	PASS	Successful	Y		RAJKIRAN S S
Customer Complaint_TC_OO5	Functional	Customer Complaint page	Verify user is able to log into Appliaction with credentials.	1.Enter URL(http://169.51.204.215:30106/) and click go 2.Click on My Account dropdown button 3.Enter Valid details in text box. 4..then sign in to text box with correct details.	ID: 5342 password: Testing12367868 6786876876	Application should show enter into the next page..	Working as expected	PASS	Successful	Y		KAMALESUWARAN D
Customer Complaint_TC_OO6	Functional	Customer Complaint page	Verify user is able to see the compliant page.	1.Enter URL(http://169.51.204.215:30106/) and click go 2.Click on My Account dropdown button 3enter the sign in details 4it will go to the complaint box..	ID: 5342 password: Testing123	Application will show a.Home b.New issue. c.logout.	Working as expected	PASS	Successful	Y		SRIGOVINDH

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Customer Complaint_TC_ OO7	Functional	Customer Complaint page	Verify user is able to see the compliant page	1.Enter URL(http://169.51.204.215:30106/) and click go 2.Click on My Account dropdown button 3. enter the sign in details 4it will go to the complaint box	ID: 5434 password: Testing123	Click on the new issue button in the complaint box..	Working as expected	PASS	Successful	Y		GURURAJAN KAMALESUWARAN
1.Customer Complaint_TC_ OO8	Functional	Customer Complaint page	Verify User is able to log into application with Valid Credentials	1.Enter to the complaint box. 2.Click on new issue button. 3.Enter the correct details for the complaint.	ID: 1111 password: 5678	Application should Show complaint page for customers.	Working as expected	PASS	Successful	Y		RAJKIRAN S S
Customer complaint Page_TC_ OO9	UI	Customer ComplaintPAGE	Verify all the Customer able to enter their credentials.	1.Enter to the complaint page 2.Raise the issue by clicking the new issue button. 3.After entering credentials click on back button. 4.Click on show issue button.	http://169.51.204.215:30106/	Customer should able to see the compalint	Working as expected	PASS	Successful	Y		RAJKIRAN S S

AdminPage_TC _ O10	Functional	Admin Page (Complaintilist)	Verify admin is able to log into the user account.	1.Enter URL(http://169.51.204.215:30106/) and click go 1.Enter the correct admin credentials in the user account	http://169.51.204.215:30106/	Application should shows a.User databas b.Agent Database c.Complaint database	Working as expected	PASS	Successful	Y		RAJKIRAN S S
AdminPage_TC _ O11	Functional	Admin Page (Complaint list)	Verify admin is able to log into application with Valid Credentials	1.Enter URL(http://169.51.204.215:30106/) and click go 2.Click on the complaint database button,	ID: 5342 password: Testing123	ID sent successfully	Application should Able to see the compliants	PASS	Successful	Y		SRIGOVINDH
AdinPage_TC_ O12	Functional	Admin Page (Complaint list)	Verify Admin is able to log into application with Valid Credentials	1.Enter URL(http://169.51.204.215:30106/) and click go 2.Admin should able to see the number of complaints	ID: 1111 password: 5678	Application should show the correct credentials of the complaint.	Working as expected	PASS	Successful	Y		RAJKIRAN S S
AdminPage_TC _ O13	UI	Admin Page (Agent Allotment)	Verify admin is able to log int the admin page.	1.Sign in to admin page. 2.Enter the correct details and submit.. 3.Three database will appear.	ID: 1111 password: 5678	Admin should able to see the three database button.	Working as expected	PASS	Successful	Y		SRIGOVINDH

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AdminPage_TC_ O14	UI	Admin Page (Agent Allotment)	Verify admin is able to log in with valid credentials,	1.Three database will appear a.User databse. b.Agent database. c.Complaint database. 2.Click on agent database.	http://169.51.20 4.215:30106/	Admin should able to see the complaint database credentials.	Working as expected	PASS	Successful	Y		RAJKIRAN SS
AdminPage_TC_ O15	UI	Admin Page (Agent Allotment)	Verify A d m i n is able to log in with valid Credentials	1.Click on complaint database. 2.Get the credentials of the complaint a.Status b.delect. c.processing	http://169.51.20 4.215:30106/	Admin should able tosee th estatus of the agent as well as complaint	Working as expected	PASS	Successful	Y		KAMALESUWARAN D
AdminPage_TC_ O16	Functional	Admin Page (Agent Allotment)	Verify admin is able to log in with valid credentials	1.Clickk on complaint database. 2. Admin shold able to see the allocate button. 3.click on the allocate button for the respective complaint.	http://169.51.20 4.215:30106/	Admin should able to allocate the agent	Working as expected	PASS	Successful	Y		RAJKIRAN S S

Test case ID	Feature Type	Component	Test Scenario	Steps To Execute	Test Data	Expected Result	Actual Result	Status	Commnets	TC for Automation(Y/N)	BUG ID	Executed By
LoginPage_TC_OO1	Functional	Login Page	Verify user is unable to login In the login page.	1. Enter URL and click go 2.Scroll down 3.Verify login/Singup popup displayed or not	http://169.51.204/ 215:30106/	Login/Signup popup should display	Working as expected	PASS	Successfull	Y		GURURAJAN KAMALESUWARAN
LoginPage_TC_OO2	UI	Login Page	Verify user is unable to login in the login page.	1.Enter URL and click go 2.Click on Sigup button for User. 3.Create an account for the user 4.User enters the wrong Id in the sign in page.	http://169.51.204/ 215:30106/	Application should show mismatch details.	Working as expected	PASS	Successful	Y		RAJKIRAN S S SRIGOVINDH
LoginPage_TC_OO3	Functional	Login page	Verify user is unable to log In the login page.	1.Click on Sigup button for User. 2. Create an account for the user 3.User enters the wrong Id in the sign in page. 4. Click on the forgot id.	ID: 5342 password: Testing123	Application should send an Id to the valid email.	Working as expected	PASS	Successful	Y		RAJKIRAN S S SRIGOVINDH

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LoginPage_TC_OO4co	Functional	Login page	Verify user mail Id and Enter correct id in the sign in page.	1.The Id will be send in the users valid mail id. 2.Check on the users mail id. 3.Copy the valid customer Id. 4.Enter the valid customer Id in the text box.	ID: 5342 password: Testing123	Application should show successful and popup to the next page.	Working as expected	PASS	Successful	Y		RAJKIRAN S S
Loginpage_TC_OO5	Functional	Login page.	Verify user is unable to log in as he entered mismatch password .	1.User enters the wrong password. 2.Scroll down and click on the forgot password button 3application will popup to nxt page with text boxes a.Id b.Enter your verification number(OTP)	ID: 5342 password: Testing12367868 6786876876	Application should enter to the forgot password page,	Working as expected	PASS	Successful	Y		KAMALESUWARAN D
Loginpage_TC_OO6	Functional	Loginpage page	Verify user is able to get the password in the email.	1.Appliacation enters to the forgot password page. 2.Enter the user Valid Id in the text box. 3.Click on send email button. 4.An email will send to the User mail. 5.An OTP will come to the given email. 6.User Enters the OTP in the log in page	ID: 5342 password: Testing123	Application should show successful and popup to the next page.	Working as expected	PASS	Successful	Y		SRIGOVINDH

TEST CASES 19

Acceptance Testing

UAT Execution & Report Submission

1. Purpose of Document

The purpose of this document is to briefly explain the test coverage and open issues of the [Customer Care Registry] project at the time of the release to User Acceptance Testing (UAT).

1. Defect Analysis

This reportshows the numberof resolved or closed bugs at each severity level,and howthey were resolved

Resolution	Severity 1	Severity 2	Severity 3	Severity 4	Subtotal
By Design	10	4	5	5	24
Duplicate	2	0	2	0	4
External	5	3	2	1	11

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Fixed	15	5	5	10	35
Not Reproduced	0	0	0	0	0
Skipped	0	0	1	1	2
Won't Fix	0	5	2	1	8
Totals	32	17	17	18	84

2. Test Case Analysis

This report shows the number of test cases that have passed, failed,and untested

Section	Total Cases	Not Tested	Fail	Pass
Print Engine	10	0	0	10
Client Application	40	0	0	40
Security	5	0	0	2
Outsource Shipping	3	0	0	3
Exception Reporting	10	0	0	10
Final Report Output	4	0	0	4
Version Control	4	0	0	4

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9. RESULTS :

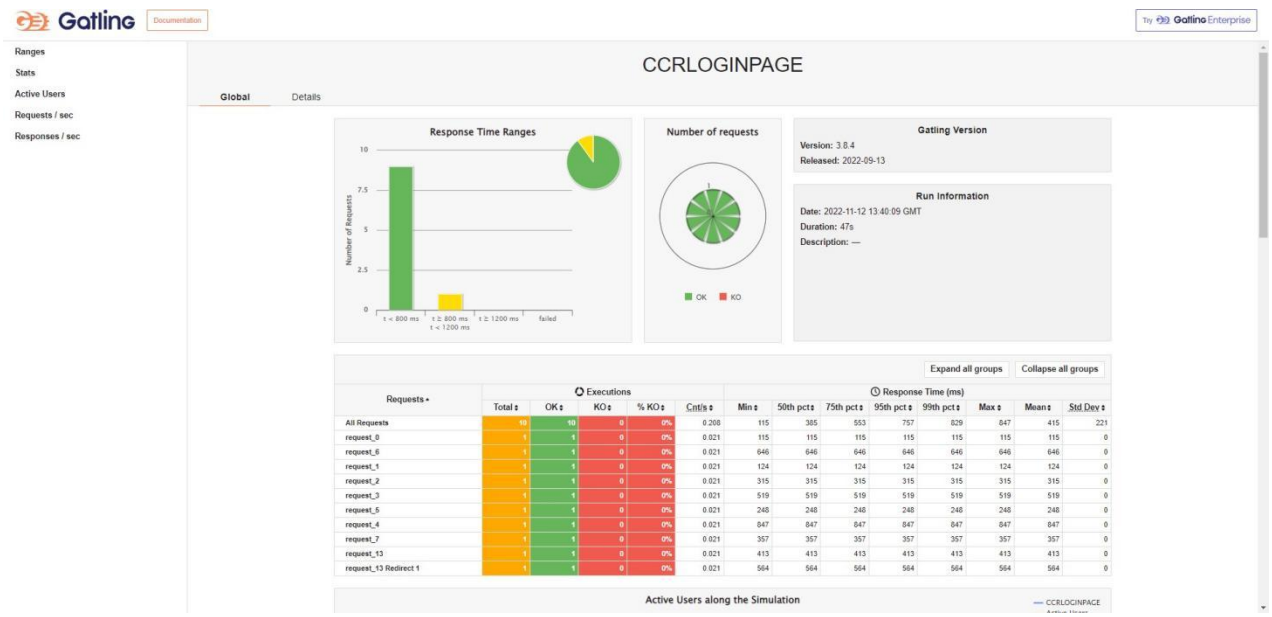
What Are Performance Metrics

Performance metrics are data used to track processes within a business.

This is achieved using activities, employee behavior, and productivity as key metrics.

These metrics are then used by employers to evaluate performance.

This is in relation to an established goal such as employee productivity or sales objective



output screen :

Home screen

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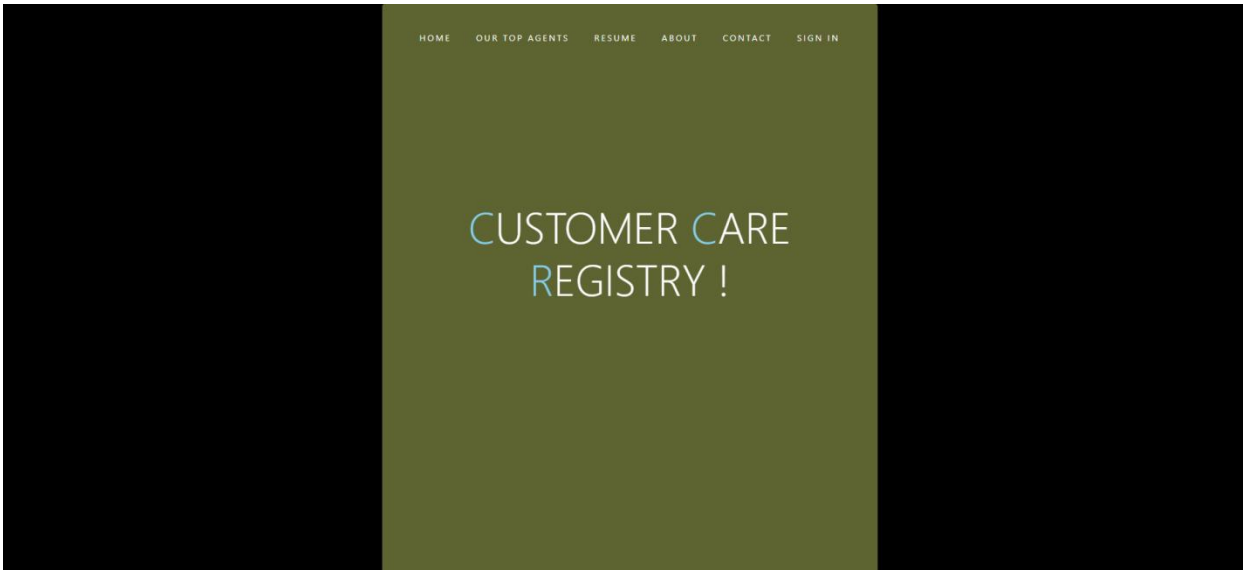
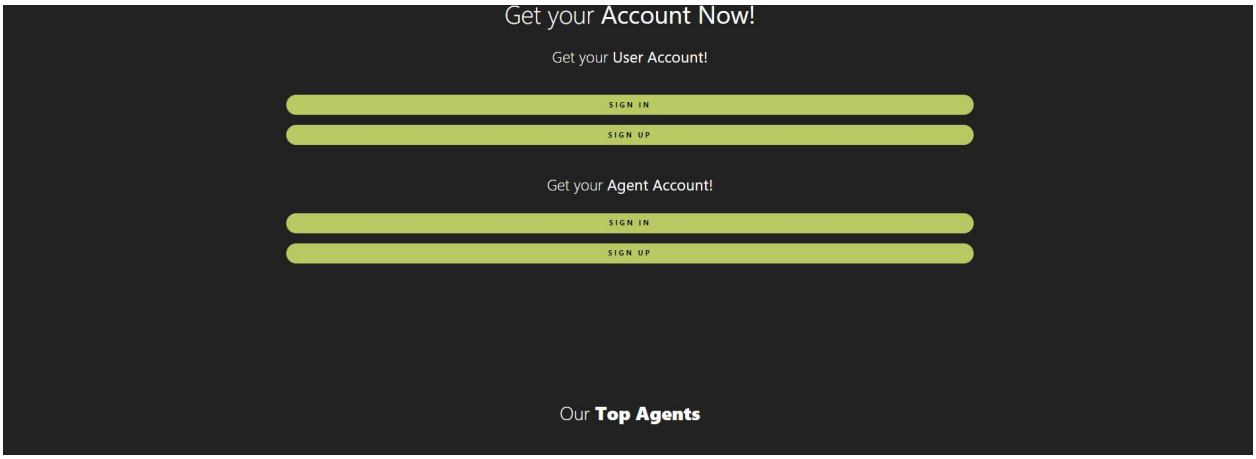


User And Agent (Sign in or Sign up) page



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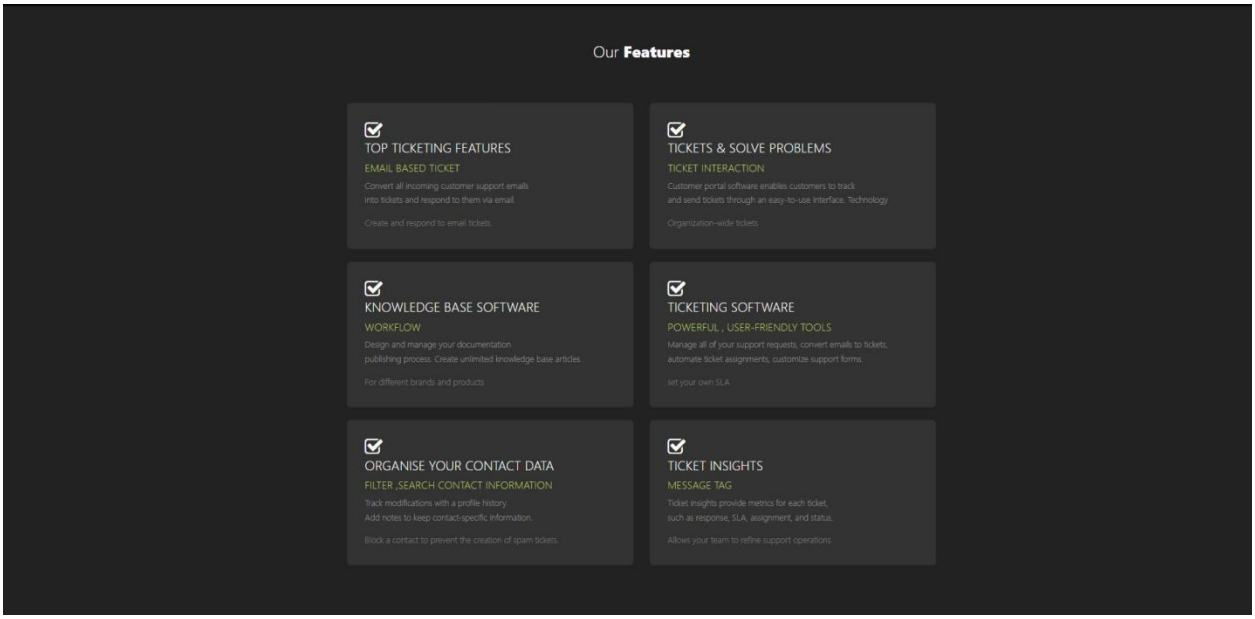
Our Feature



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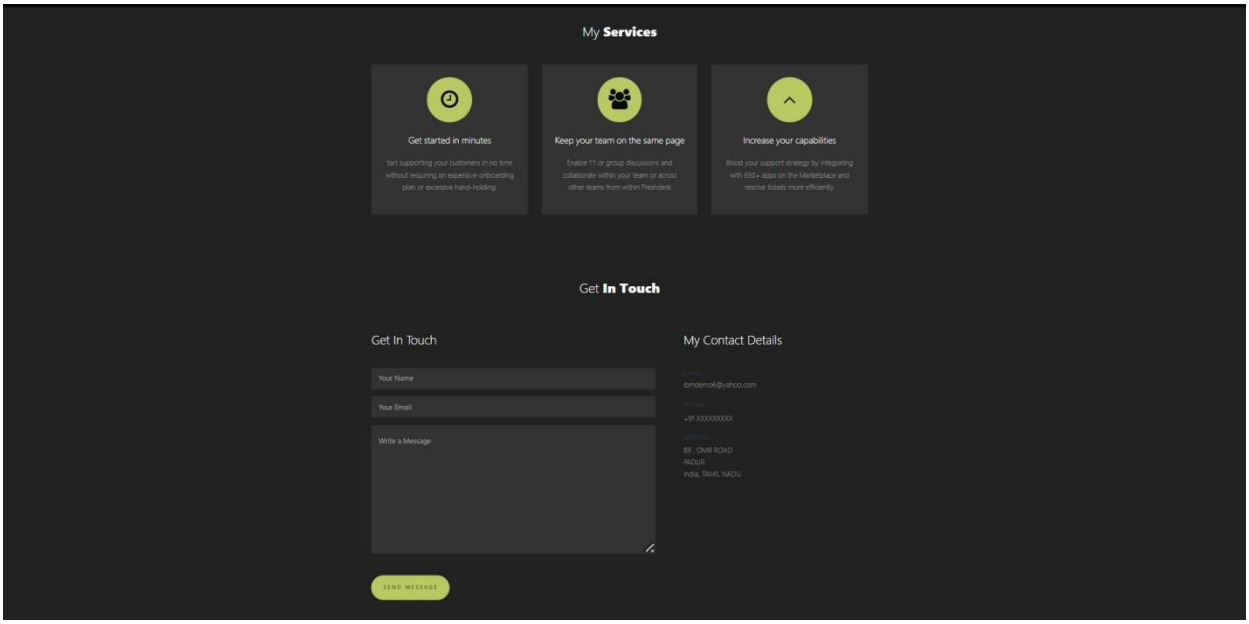
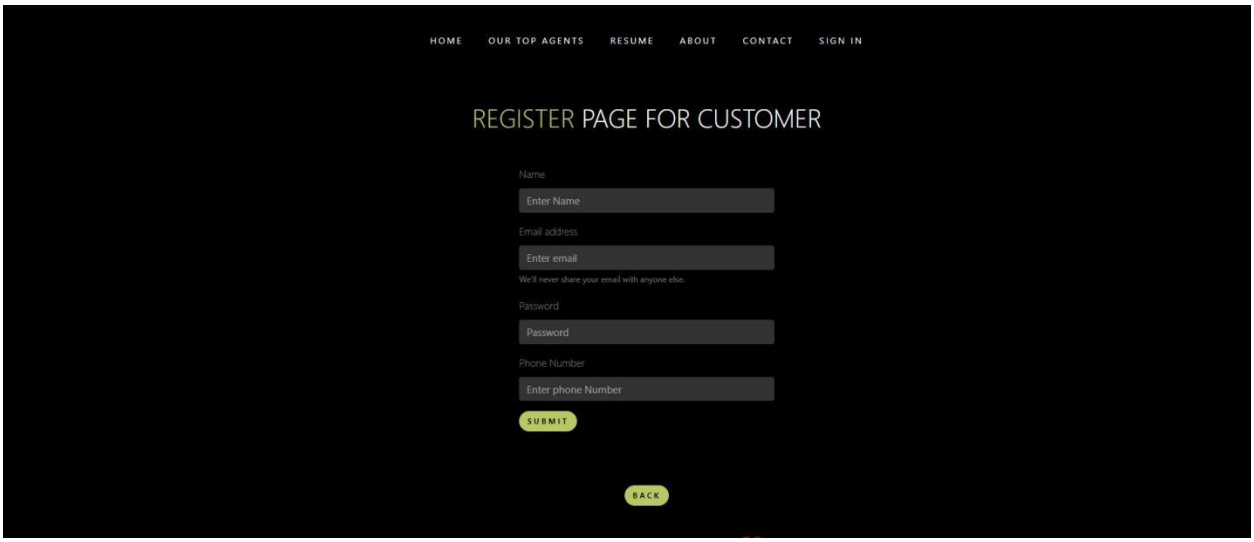


Customer Register



Customer LOGIN

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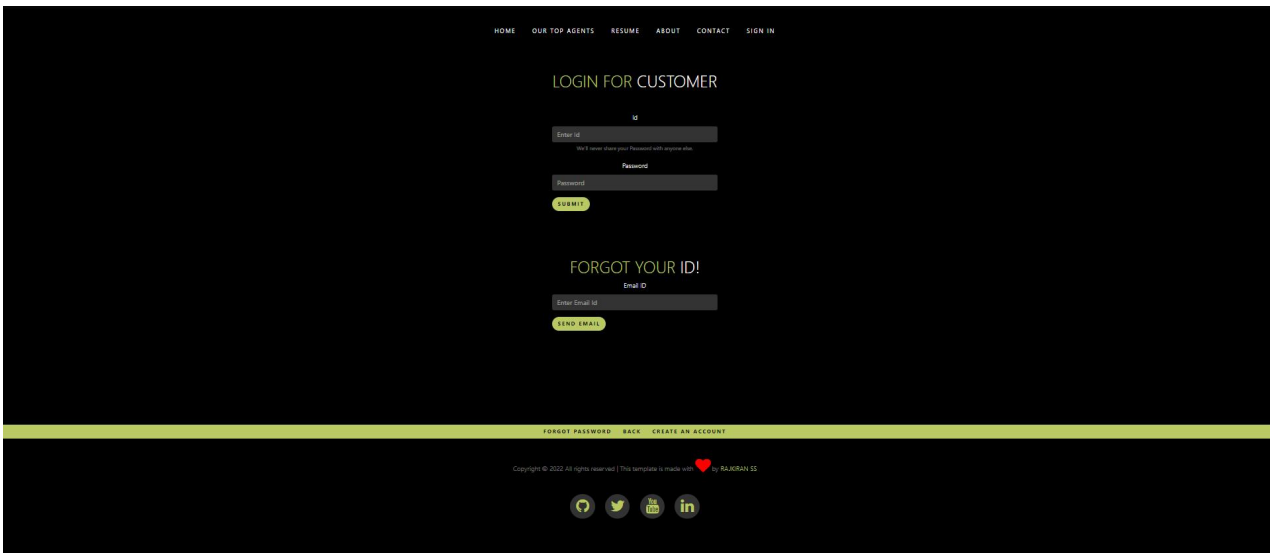

10. ADVANTAGES & DISADVANTAGES

Advantages :

1. Customer loyalty

Loyal customers have many benefits for businesses. 91% of customers say a positive customer service experience makes them more likely to make a further purchase (source: Salesforce Research). Also, investing in new customers is five times more expensive than retaining existing ones (source: Invesp). Creating loyal customers through good customer service can therefore provide businesses with lucrative long-term relationships.

2. Increase profits

These long-term customer relationships established through customer service can help businesses become more profitable. Businesses can grow revenues between 4% and 8% above their market when they prioritise better customer service experiences (source: Bain & Company). Creating a better customer service experience than those offered by competitors can help businesses to standout in

their market place, and in turn make more sales.

3. Customer recommendations

Providing good customer service can create satisfied customers, who are then more likely to recommend the business to others. 94% of customers will recommend a company whose service they rate as “very good” (source: Qualtrics XM Institute). This is useful, as 90% of customers are influenced by positive reviews when buying a product (source: Zendesk). Customers recommending a company through word of mouth or online reviews can improve the credibility of the business.

4. Increase conversion

Good customer service can help businesses turn leads into sales. 78% of customers say they have backed out of a purchase due to a poor customer experience (source: Glance). It is therefore safe to assume that providing good customer service will help to increase customer confidence and in turn increase conversion.

5. Improve public image

Customer service can help businesses to improve the public perception of the brand, which can then provide protection if there is a slip up. 78% of customers will forgive a company for a mistake after receiving excellent service (source: Salesforce Research). Meanwhile, almost 90% of customers report trusting a company whose service they rate as “very good.” On the other hand, only 16% of those who give a “very poor” rating trust companies to the same degree(source: Qualtrics XM Institute). Creating positive customer experiences is vital in gaining customer trust and creating a strong public image.

Disadvantage :

The Consumer Protection Act in India has numerous restrictions and drawbacks,

which are listed in this article.

1. Only services for which a particular payment has been made are covered under the consumer protection act. However, it does not protect medical professionals, or hospitals, and covers cases when this act does not apply to free medical care.
2. This act does not apply to mandatory services, such as water supply, that are provided by state agencies.
3. Only two clauses related to the supply of hazardous materials are covered by this act. Consumer redress is not given any power by the consumer protection act.
4. The consumer protection act focuses on the supply of ineffective products, but there are no strict regulations for those who produce it.

11. CONCLUSION

It is a web-enabled project.

- With this project the details about the product will be given to the customers in detail with in a short span of time.
- Queries regarding the product or the services will also be clarified.
- It provides more knowledge about the various technologies.

12. FUTURE SCOPE

FUTURE IMPROVEMENT

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13.APPENDIX

SOURCE CODE :

Link IBM-Project-36377-1660294620/Final_Deliverables at main • IBM-EPBL/IBM-Project-36377-1660294620 (github.com)

Github id : https://github.com/IBM-EPBL/IBM-Project-36377-1660294620

Github Link : IBM-EPBL/IBM-Project-36377-1660294620: Customer Care Registry (github.com)

Project Demo Link:

https://drive.google.com/file/d/1rzwHxQl4UKqvHOxRHoC5qvo6sbLZ_kVy/view?usp=share_link