DHIRAJLAL GANDHI COLLEGE OF TECHNOLOGY, SALEM

DEPARTMENT OF COMPUTER SCIENCE AND ENGINEERING

ACADAMIC YEAR 2022-2023

DATE:

DOMAIN NAME	CLOUD APPLICATION DEVELOPEMENT
PROJECT TITLE [TENTATIVE]	CUSTOMER CARE REGISTRY
TEAM MEMBERS	1.Santhosh K (610519104088) 2.Sathishkumar P (610519104089) 3.Yogesh Kumar K (610519104118) 4.Naresh Kumar D (610519104069)
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ABSTRACT:

Customer care is a way of approaching with customers when they interact with your brand, products, or services to keep them happy and satisfied. Customer care goes beyond customer service and support because it focuses on building emotional connections between brands and customers. This Application has been developed to help the customer in processing their queries and 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 notification. Customers can view the status of the ticket till the service is provided. Customer can register for an account. After the login, they can create a complaint and ask queries with a description of the problem they are facing. Each user will be assigned an agent. They can view the status of their complaint. 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, the customer will be able to track the work assigned to the agent and notification will be sent to the customer. The main use of this project is to help the customer in processing their queries and complaints. The customers can raise the ticket of their issues and the problem will be solved by the organization