| Project ID: | PNT2022TMID11405 |
|---|---|
| Project Name: | Customer Care Registry |

## Problem Statement:

To develop a Customer Care Registry to help the customer in processing their complaints where customers can raise the ticket with a detailed description of the issue. Customers need to know the status of their ticket and they need to get regular updates. As customers may worry not knowing when will their problem be solved, is their query being validated? Have they approached the right people .And having a good and efficient customer care registry is very important for the company. 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.