

Customer care involves looking after customers to best ensure a delightful interaction and satisfaction with a business as well as its goods, services, and brand. Instead of just making a sale, good customer care ensures that customers are cared for, their needs are listened to, and they get help in finding the right solution. It's a proactive approach to providing information, tools, and services to customers at each point they interact with a brand. Our proposed system has been developed to help the customer in processing their complaints. The customer can raise a ticket with the description of their issue. An agent will be assigned to the customer and help to resolve the issue. The customer will get an email alert regarding the same and the customer can also view the status of their ticket till the service is provided.