Customer Care Registry

ABSTRACT:

Customer care is the process of building a connection with customers, whereas customer service is simply the advice or assistance your business provides them. Customer service representatives help customers understand the product and answer questions about products and services, take orders, process returns, etc.The Customer Care Management system is developed as an information system to store, maintain, update and process data relating to the business.Codebun has designed a CCM system project in java, which has three main roles i.e Admin, Employee, and User. Admin being the primary user. Admin can Add/Remove/Update any details related to the products like product categories & details, FAQ, Employee details, User details, Complaints & inquiries, etc. Admin can keep the records of the Users and detailed history.Employees can log in using their employee ids and other details. Employees can see Product lists, Complaint lists, New inquiries, etc. Employees can manage their profiles and change password. Any resolution provided by the employee to the user will be stored for future reference. Employees can fill out profiles with info from calls, emails, and other channels. A detailed customer support history gives each employee a context for every customer. It will allow skip redundant questions and help customers faster.On the other hand, Users can log in and view product categories & details lists, FAQs, company news, etc. Users can raise complaints and do any product & service-related inquiries. Users can interact with customer care representatives for any inquiries.

INTRODUCTION:

To define the problem we have to study the existing system ,the problems in the existing system and the needs of the system. After this we will explain the proposed system. Following Points Are defined for the definition of problem:

1. Existing System
2. Needs of the system
3. Proposed system

EXISTING SYSTEM:

This software has been developed for a cellular company Concerning all the details given by company. By this software anyone can handle customer complaint details without any difficulty. To maintain customer complaint details and to generate the complaint report to the clients they have to maintain the following information in various files:

1. In the first file they record the client's personnel information, such as client code, client name, address, etc. this details are entered in this file when the new client comes into the organization.

2. The second file is used to record the product details of each individual product, this file, this file contain the detail like the product code and all other details concerning about products.

3. The third file records the complaints of the customers, which we received from the customers. Each complaint is assigned a separate a CCR No. I.e. Customer Complaint Number. This file records the detailed description of the complaint. Against each CCR No.

NEED FOR SYSTEM:

The package that designed can handle the Complaints details without any difficulty & with a little bit of effort. As the work is one manually before, so it will be very time consuming & required a large efforts to maintain the files. By computerizing the system these files can be handled with a small effort & in less time.
The chances of duplicity of complaints are negligible. The Customer Complaint Report can be generated easily by getting the information without any problem from all the related files. The package is designed by using GUI concept there for it is very user friendly & easy to use.

PROPOSED SYSTEM:

1. Compared to this proposed system, in the present system all the features are performed either manually or with the help of word processor. While providing services to its customers, 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.

2. Planning information systems has become increasingly important because information is a vital resource & company asset, more & more funds are committed to information system & system development is a serious business for computers that incorporate databases & networking. The initial investigation has the objectives of determining the validity of the user request for a candidate system & whether a feasibility study should be conducted. The objective of the problem posed by the user must be understood within the framework of the organizations MIS plan.

3. Fact- finding is the first step in the initial investigation. It includes a review of written documents, on site observation, interviews & the questionnaires. The next step is fact analysis, which evaluates the element, related to the input & the output of the given system. Data flow diagrams & other charts are prepared during this stage .The outcome of initial investigation is to determine whether an alternative system is feasible. The proposal details the findings of the investigation. Approval of the document initiates a feasibility study, which leads to the selection of the best candidate system.

MODULE:

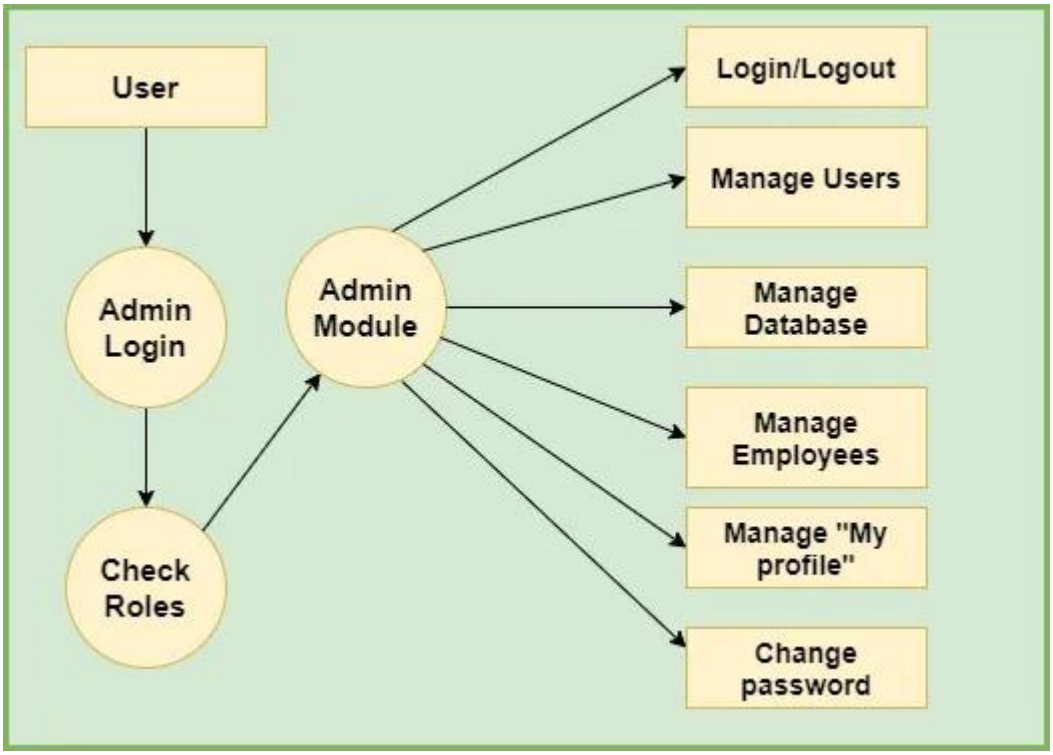
Admin Module- Admin can log in/ log out of the system. Admin can Add/Remove/Update any details related to the products like product categories & details, FAQ, Employee details, User details, Complaints & inquiries, etc. Admin can View/Confirm/Cancel user registration requests. Admin can keep the records of the Users and detailed history. Admin can manage the overall system and maintain the database.

Employee Module- Employees can log in using their employee ids and other details. Employees can see Product lists, Complaint lists, New inquiries, Provides resolutions, etc. Employees can manage their profiles and change password. Employees can interact with customers for providing better resolution.

User Module- Users can log in and view product categories & details lists, FAQs, company news, etc. Users can raise complaints and do any product & service-related inquiries. Users can manage their profiles and change password.

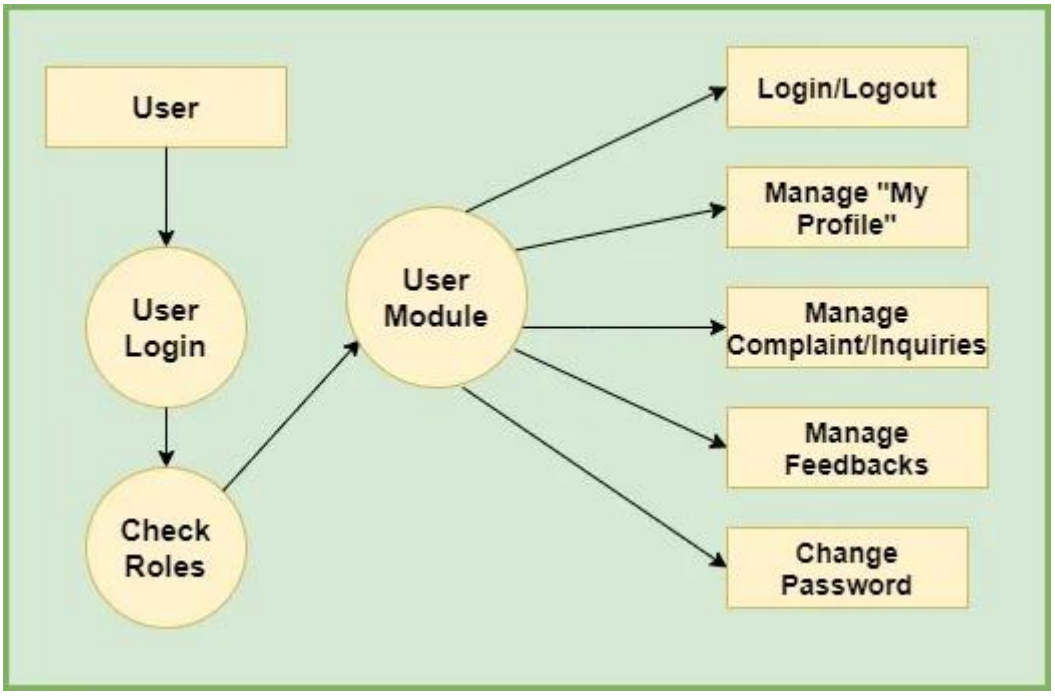
ADMIN:

- Can Log in/Log out of the system.
- Admin can manage the system.
- Admin can manage products details/product categories.
- Admin can track User’s complaints & resolutions.
- Can manage employees.
- Can manage users and their details.
- Can change password.
- Can manage “My Profiles”.



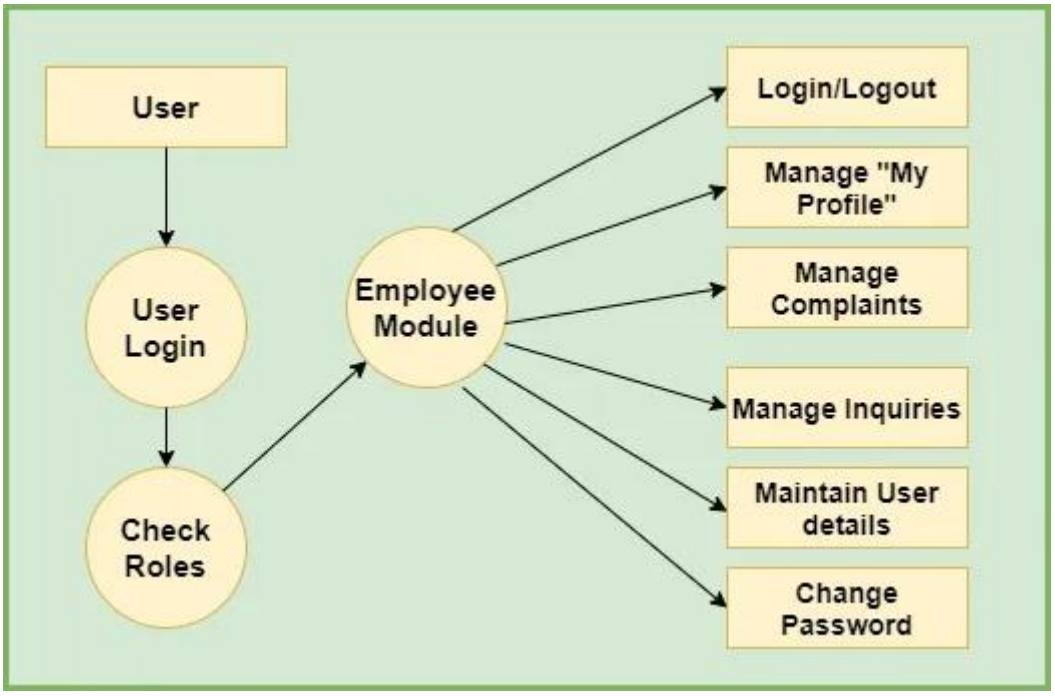
USER:

- Can log in/log out of the system.
- Can search for product details.
- Can raise complaints.
- Can contact customer care representatives.
- Can do product & service-related inquiries.
- Can Manage “My profile”.
- Can change password.



EMPLOYEE MODULE:

- Can log in/log out of the system.
- Can view complaints raised by users
- Can provide resolutions to users.
- Can maintain User details.
- Can change password.
- Can Manage “My profile”.



HARDWARE REQUIREMENT:

1. 8GB RAM,
2. Intel Core i3
3. OS-Windows/Linux/MAC
4. Laptop or Desktop

SOFTWARE REQUIRED:

1. Python
2. Flask
3. Docker

CONCLUSION:

Connect Online is very handy tool for connectivity between Client, Employee and Administrator. Communication can be done effectively. Client can apply for a New Connection and can register their complaints to the administrator. Administrator assigns complaints to the concerning employees. Employees will handle the assigned complaints and will report to the Administrator. Connection activation and Complaint handling becomes easier with this site.As this is Communication site so its application is specific. Applications vary with its type of User who are using it. Since conclusions regarding the project are not so specific but only the main conclusion drawn from the project is that it can be a better Communication site.