

PROJECTREPORT

| | |
|---------------|-------------------------------|
| TITLE | CUSTOMER CARE REGISTRY |
| TEAMID | PNT2022TMID48334 |

| | |
|----------------------|-------------------------|
| TEAM LEADER | ARUL SELVI. K |
| TEAM MEMBER 1 | DHARANI. K |
| TEAM MEMBER 2 | KRISHNA PRIYA. M |
| TEAM MEMBER 3 | SUHAINA JUHI. A |

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CHAPTER1

INTRODUCTION

1.1 PROJECTOVERVIEW

Customer care is more than just providing great customer service. It's a proactive approach to providing information, tools, and services to customers at each point they interact with a brand. This Application has been developed to help the customer in processing their 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 a customer they will be notified with an email alert. Customers can view the status of the ticket till the service is provided. The main role and responsibility of the admin are to take care of the whole process. Starting from Admin login followed by the agent creation and assigning the customer's complaints. Finally, He will be able to track the work assigned to the agent and a notification will be sent to the customer. User can register for an account. After the login, they can create the complaint with a description of the problem they are facing. Each user will be assigned with an agent. They can view the status of their complaint.

1.2 PURPOSE

This Application has been developed to help the customer in processing their 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 a customer they will be notified with an email alert. Customers can view the status of the ticket till the service is provided. When customers are happy with the service they receive, they are more likely to trust and be loyal to that company. Good customer service creates a positive experience for customers, which can result in repeat business and referrals. Good customer service is the lifeblood of any business. You can offer promotions and slash prices to bring in as many new customers as you want, but unless you can get some of those customers to come back, your business won't be profitable for long. Good customer service is all about bringing customers back. Good customer service makes it easy for customers to do business with you. When customers have a positive experience with your company, they are more likely to come back and do business with you again. Good customer service also makes it easy for customers to recommend your company to their friends and family.

CHAPTER 2

LITERATURE SURVEY

2.1 EXISTING PROBLEM

2.1.1 TITLE-

CUSTOMER CARE REGISTRY

Yusuf Indra Wibowo

DESCRIPTION

Previous research or relevant research is very important in a scientific research or article. Previous research or relevant research serves to strengthen the theory and influence of relationships or influences between variables. Article ini review customer satisfaction determination and complaint level: Product Quality and Service Quality Analysis, A Study of Marketing Management

Literature. The purpose of writing this article is to build a hypothesis of influence between variables to be used in future research. The result of this research library is that: 1) Product Quality affects Customer Satisfaction; 2) Service Quality affects Customer Satisfaction; 3) Product Quality affects complaint level; 4) Service Quality affects complaint level; and 5) Customer Satisfaction affects complaint level.

2.1.2 TITLE-CUSTOMER CARE REGISTRY

AUTHOR-Shruthi Sivaprakasam J. Jayashree R. Shanmuga Priyan

DESCRIPTION

Customer satisfaction is decisive for construction field and firms relying on customer's relationship. Measuring the customer satisfaction has several benefits such as for improving communication between parties, evaluation of progress towards goals and enabling of mutual agreement and monitoring results. This paper focuses on analysing the satisfaction factors of customers including all aspects of products and services in the construction projects. In this study factors for customer satisfaction in construction industry are taken from the past literature review. The literature reviews are summarized and various factors related to customer satisfaction in construction industry based on literature review summary.

2.1.3 TITLE-CUSTOMER CARE REGISTRY

investigated about the service quality of the metro service based on the performance leading to customer satisfaction. The survey was conducted and analyzed with SPSS tool. This survey is based on Gap 5 SERVQUAL model and identified the level of satisfaction with their parameter

2.1.4 TITLE-CUSTOMER CARE REGISTRY

AUTHOR-Rathod Piyush, Dr. Rajiv Bhatt and Dr. Jayesh Pitroda (2016)

DESCRIPTION

“Study of Factors Affecting Customer Satisfaction for Residential Flats in Surat and Ahmedabad city in Gujarat Region of India”. In this paper, factors affecting the customer satisfaction among the residential flats are analyzed in the region. They find the satisfaction and unsatisfaction factors from flat owners. They find out the factor for customer service satisfaction and unsatisfaction factor such as Builder reputation, Materials & Method Used In Construction, Location Of The Building, Aesthetic Appearance Of The Building, Security Provisions, Fire Safety and Protection, Size and space of rooms, Drawing Or Living Room, Bathroom, Area Calculation, Ventilation, Water supply, Parking, Recreational Facilities and Interior of building

2.2 PROBLEM STATEMENT DEFINITION

A Customer had occur a problem when they apply a ticket they need to recovery a solution or result. So the customer will contact a customer care for arise this issue. After the customer complaint, the company could identify that problem and solved this issue. Now the company wants to avoid these kinds of problems and technical issues So the company needs the customer satisfaction. This customer care registry help to solve the issues and it find customer satisfaction

CHAPTER 3

IDEATION & PROPOSED SOLUTION

3.1 EMPATHY MAP CANVAS

An empathy map is a simple, easy-to-digest visual that captures knowledge about a user's behaviours and attitudes. It is a useful tool to help teams better understand their users. Creating an effective solution requires understanding the true problem and the person who is experiencing it. The exercise of creating the map helps participants consider things from the user's perspective along with his or her goals and challenges.



Figure 3.1.1 Empathy Map Canvas

3.2 IDEATION AND BRAINSTORMING

Brainstorm & Idea Prioritization Template: Brainstorming provides a free and open environment that encourages everyone within a team to participate in the creative thinking process that leads to problem solving. Prioritizing volume over value, out-of-the-box ideas are welcome and built upon, and all participants are encouraged to collaborate, helping each other develop a rich amount of creative solutions.

Step-1:Team Gathering,Collaboration and Select the Problem Statement

A principal difference between ideation and brainstorming is that ideation is commonly more thought of as being an individual pursuit, while brainstorming is almost always a group activity.

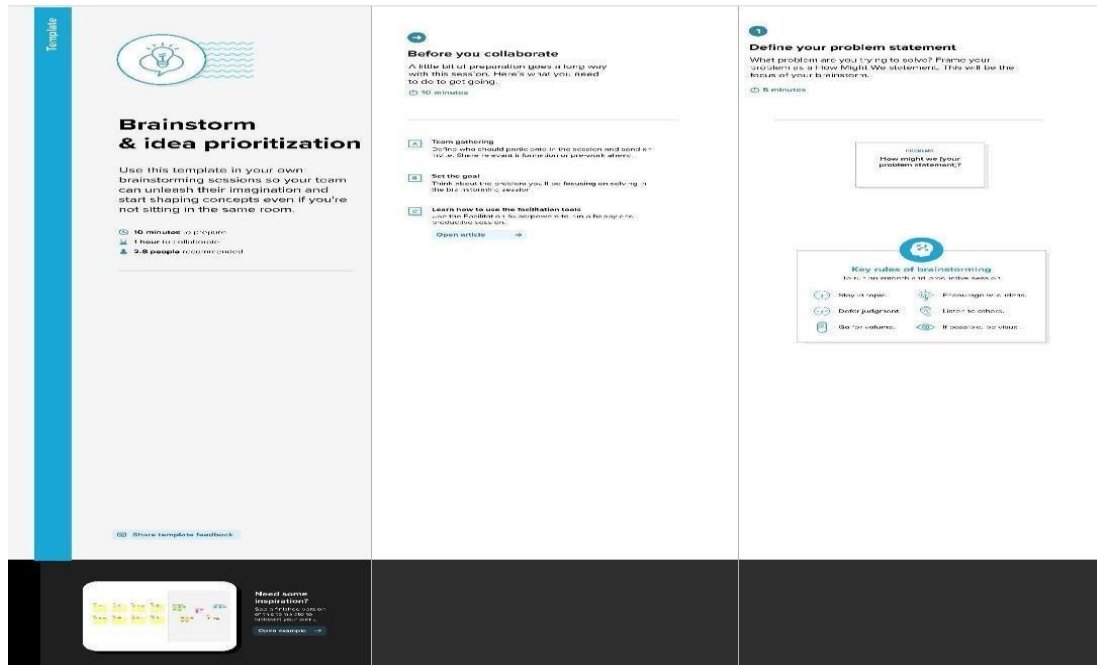


Figure3.2.1 TeamGathering,CollaborationandSelecttheProblemStatement

Step-2:Brainstorm,Idea Listing and Grouping

The ideal listing and grouping is used to organize and analyze large numbers of ideas by categorising them. By organising and reorganising ideas, students gain a better appreciation of, and dialogue about, their ideas. As students create idea clusters, new contexts and connections among the themes emerge.

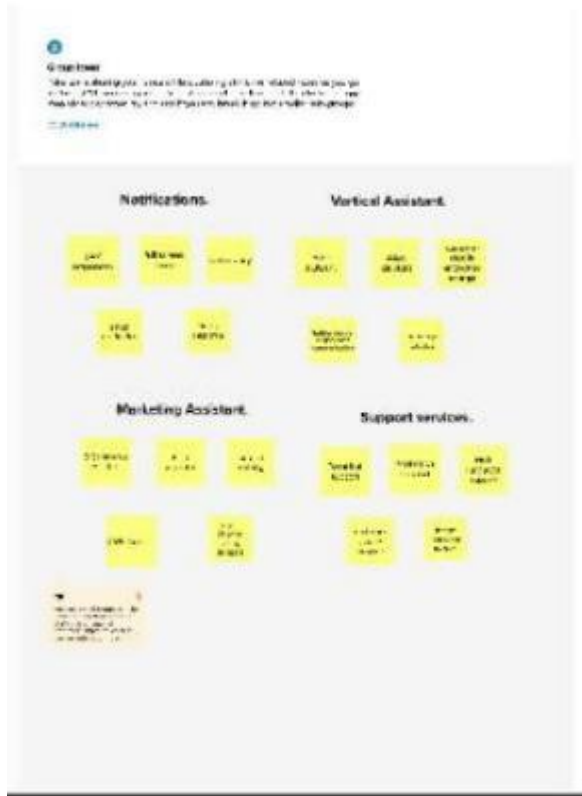


Figure3.2.2Brainstorm, Idea Listing and Grouping

Step-3:Idea Prioritization

Idea prioritization is just a part of the idea management process. Having a structured ideamanagementprocessandasystematicwayofgathering,evaluatingandprioritizingnewideasta kestime. To make it work, the entire idea management process should be integrated to the everyday waysofworking.



Figure3.2.1IdeaPrioritization

3.3 PROPOSED SOLUTION

| S.No. | Parameter | Description |
|-------|--|--|
| 1. | Problem Statement (Problem to be solved) | To solve customer issues using cloud application Development. |
| 2. | Idea / Solution description | Assigned Agent routing can be solved by directly routing to the specific agent about the issue using the specific Email. Automated Ticket closure by using daily sync of the daily database. Regular data retrieval in the form of retrieving lost data. |
| 3. | Novelty / Uniqueness | Assigned Agent Routing, Automated Ticket Closure, Status Shown to the customer, and Backup data in case of failures. |
| 4. | Social Impact / Customer Satisfaction | Customer satisfaction, customer can track their status and easy agent communication. |
| 5. | Business Model (Revenue Model) | Key Resources support Engineers, Multi-channel. Customer Relationship have 24/7 Email support, Knowledge-based channel. |

Table 3.3.1 Proposed Solution

3.4 PROBLEMSOLUTIONFIT

Project Title:Customer care registry

Project Design Phase-I- Solution Fit Template

Team ID: PNT2022TMD48334

| | | | |
|----------------|---|---|--|
| Process J&P | 1. CUSTOMER SEGMENT(S) CS Customers who are not able to solve them own complaints of what they are facing.customers who do not know the solution of the questions they get. | 6. CUSTOMER CONSTRAINTS CC The application will be supported by almost all the devices.This solutions also provides insights in a graphical way. | 5.AVAILABLE SOLUTIONS AS By reading the guidelines properly.Address to issue within the company.By communication properly. |
| | 2.JOBS-TO-BE-DONE / PROBLEMS J&P They application allow the customers to find the solutions for there queries.They also get free solution where we provide our agents.They will be also given opinion for the general questions. | 9. PROBLEM ROOT CAUSE RC Lot of customers don't know the guidelines for the problems.Not knowing the answer to a question.Some customers have a lack of knowledge. | 7.BEHAVIOUR BE Make sure ho/she read the guidelines properly.Make sure they find proper solution not the queries. |
| | 3. TRIGGERS TR Customers can know the solve to solve the solutions. 4. EMOTIONS:BEFORE / AFTER EM Customers can get the from the help desk. | 10.YOUR SOLUTION SL To design a personal help desk using flask.To provide insights on the queries in a graphical way. | 8. CHANNELS of BEHAVIOUR 8.1 ONLINE All the data are secured and being updated to cloud storage. 8.2 OFFLINE Make sure they find the best solutions for the complaints. |

Figure3.4.1ProblemSolutionFit

CHAPTER 4

REQUIREMENT

ANALYSIS

4.1 FUNCTIONAL REQUIREMENT

| FR No. | Functional Requirement (Epic) | Sub Requirement (Story / Sub-Task) |
|---------------|--------------------------------------|--|
| FR-1 | User Registration | Registration through Form Registration through G-mail Registration through Google |
| FR-2 | User Confirmation | Confirmation via Email Confirmation via OTP |
| FR-3 | User Login | Login via Google Login with Email id and Password |
| FR-4 | Admin Login | Login via Google Login with Email id and Password |
| FR-5 | Query Form | Description of the issues Contact information |
| FR-6 | E-mail | Login alertness |
| FR-7 | Feedback | Customer feedback |

Table4.1.1FunctionalRequirement

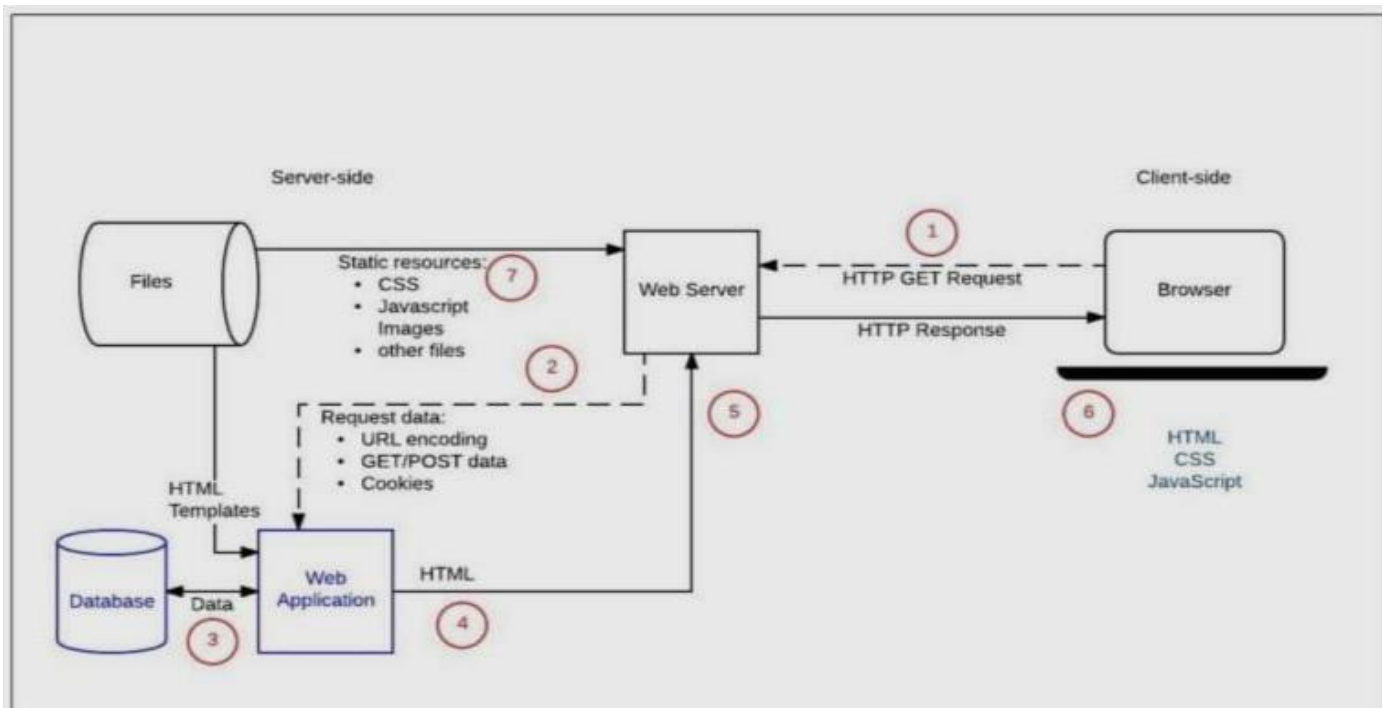
4.2 NON-FUNCTIONAL REQUIREMENT

Non-functional Requirements:

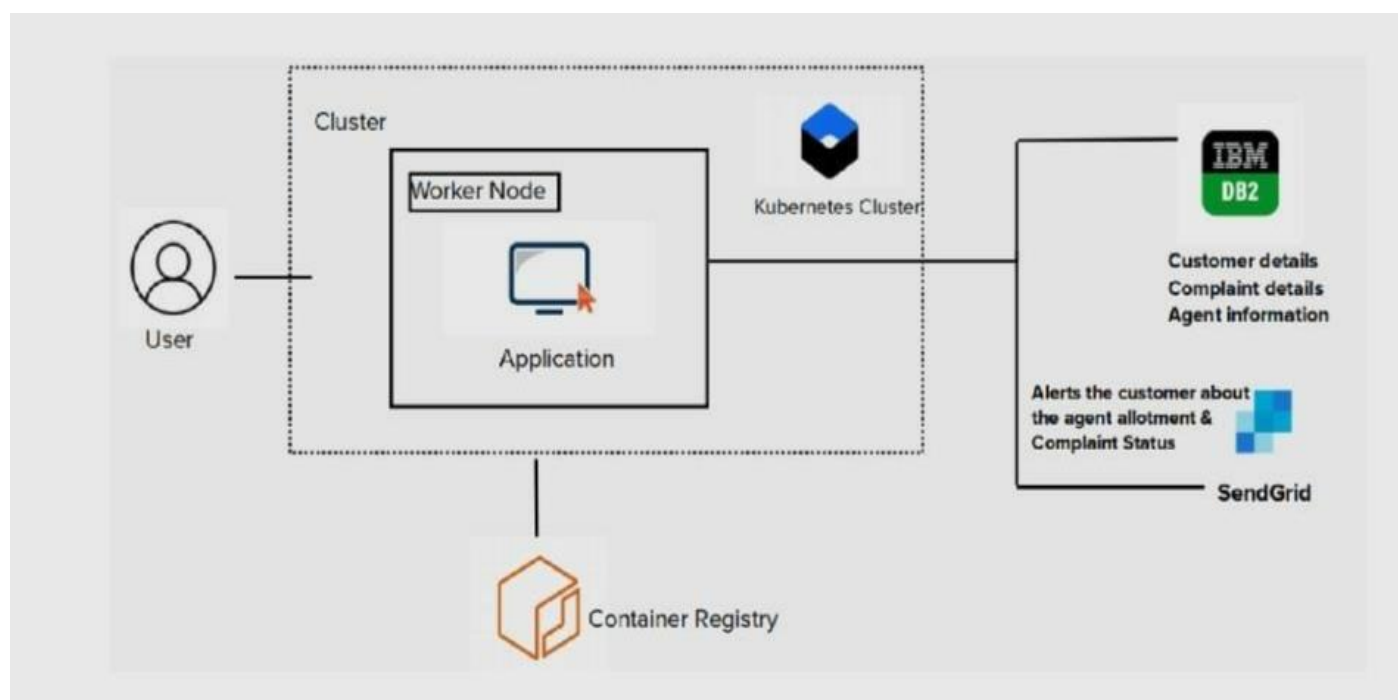
Following are the non-functional requirements of the proposed solution.

| FR No. | Non-Functional Requirement | Description |
|--------|----------------------------|---|
| NFR-1 | Usability | To provide the solution to the problem |
| NFR-2 | Security | Track of login authentication |
| NFR-3 | Reliability | Tracking of decade status through email |
| NFR-4 | Performance | Effective development of web application |
| NFR-5 | Availability | 24/7 service |
| NFR-6 | Scalability | Agents scalability as per the number of customers |

Table4.2.1Non-FunctionalRequirement



Technology stack:



CHAPTER 5

PROJECT DESIGN

5.1 DATAFLOW DIAGRAMS

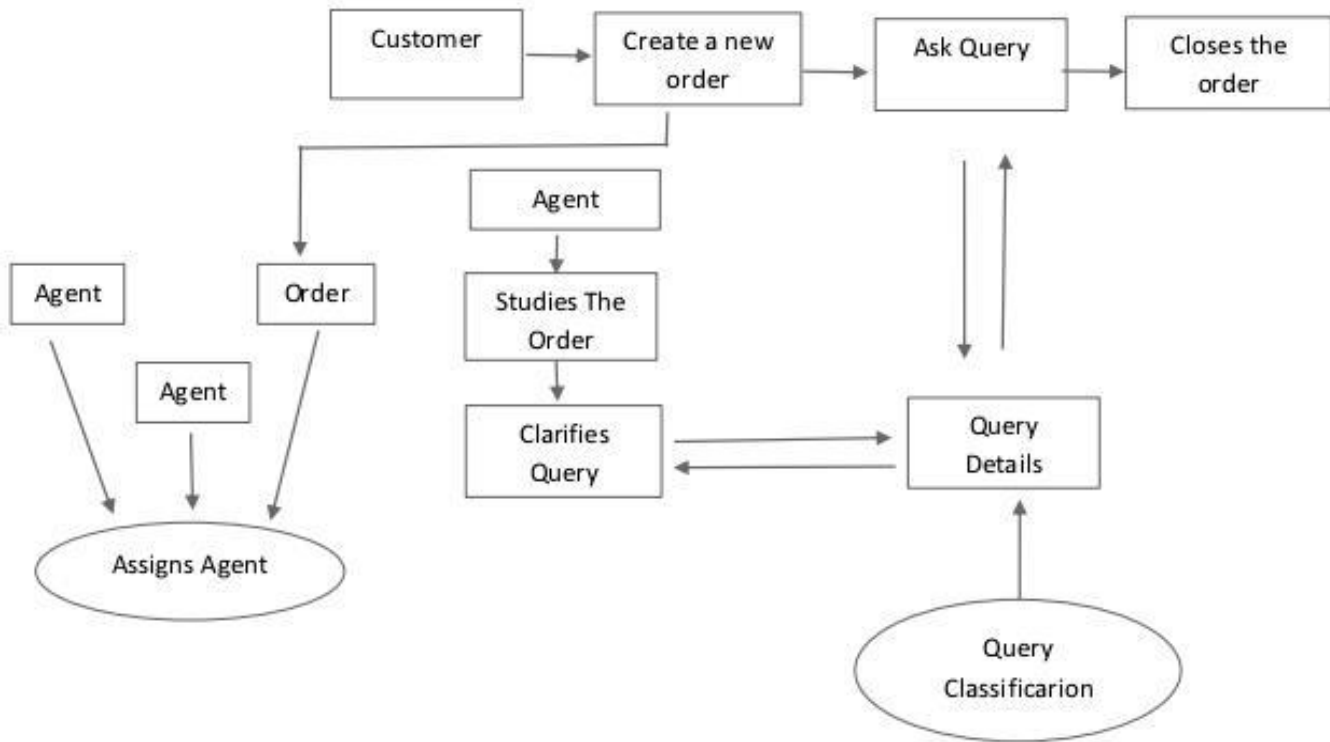
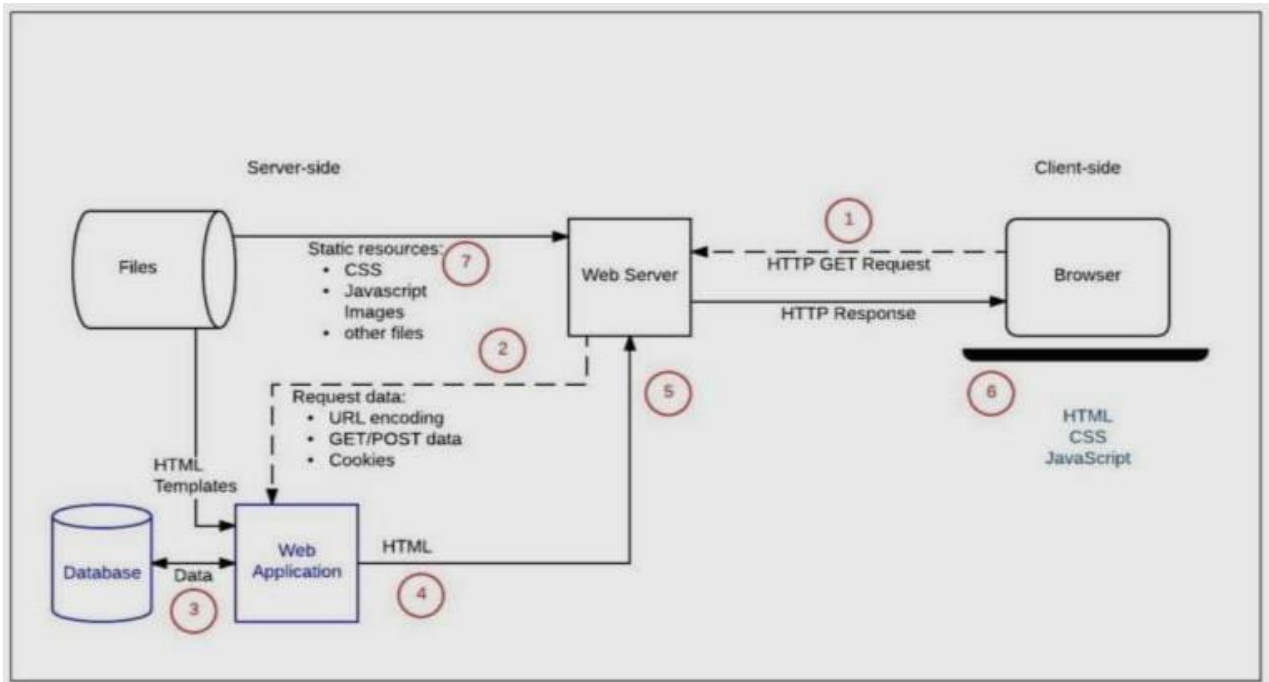


Figure5.1.1 DataFlowofCustomercarregistry

5.2 SOLUTION AND TECHNICAL ARCHITECTURE



5.3

Figure5.2.1SolutionArchitecture

CHAPTER6

PROJECT PLANNING AND SCHEDULING

6.1 SPRINT PLANNING AND ESTIMATION

Use the below template to create product backlog and sprint schedule

| Sprint | Functional Requirement (Epic) | User Story Number | User Story / Task | Story Points | Priority | Team Members |
|----------|-------------------------------|-------------------|---|--------------|----------|--|
| Sprint-1 | Registration | USN-1 | As a user, I can register for the application by entering my email, password, and confirming my password. | 5 | High | Dharani.K Arulselvi.K |
| Sprint-1 | | USN-2 | As a user, I will receive confirmation email once I have registered for the application | 5 | High | Suhaina juhi.A Krishnapriya.M |
| Sprint-2 | | USN-3 | As a user, I can register for the application through Facebook | 3 | Low | Dharani.K |
| Sprint-2 | | USN-4 | As a user, I can register for the application through Gmail | 5 | Medium | Suhaina juhi.A |
| Sprint-1 | Login | USN-5 | As a user, I can log into the application by entering email & password | 5 | High | Krishnapriya.M,Arulselvi.K, Dharani.K |

| | | | | | | |
|----------|-------------------|--------|--|---|--------|--|
| | | | | | | Suhaina juhi.A |
| Sprint-2 | Search | USN-6 | As a user, I can search for the desired companies | 7 | High | Dharani.K Arulselvi.K |
| Sprint-3 | Apply | USN-7 | As a user, I can apply for a company | 6 | High | Suhaina juhi.A Dharani.K,Arulselvi.K |
| Sprint-3 | Review | USN-8 | As a user, I can review the company | 4 | Medium | Krishnapriya.M |
| Sprint-4 | Forward | USN-9 | As an admin, I must forward the applications to the respective companies | 4 | High | Suhaina juhi.A |
| Sprint-4 | Send Confirmation | USN-10 | Confirmation mail is sent from the respected company | 4 | High | Suhaina juhi,Krishnapriya.M Arulselvi.K |

| Sprint | Functional Requirement (Epic) | User Story Number | User Story / Task | Story Points | Priority | Team Members |
|----------|-------------------------------|-------------------|---|--------------|----------|--------------|
| Sprint-4 | Manage Review | USN-11 | As an admin, I must make the reviews appear on the company's profile | 1 | Low | Dharani.K |
| Sprint-4 | Chatbot | USN-12 | As a user, I can interact with Watson Assistant to resolve my queries | 1 | Low | K.Arulselvi |

Project Tracker, Velocity & Burndown Chart: (4 Marks)

Table 6.1.1 Sprint Planning & Estimation

6.2 SPRINT DELIVERY SCHEDULE

| Sprint | Total story points | Duration | Sprint start date | Sprint end date | Story points completed | Sprint release date |
|---------------|---------------------------|-----------------|--------------------------|------------------------|-------------------------------|----------------------------|
| Sprint-1 | 10 | 6 Days | 24 Oct 2022 | 29 Oct 2022 | 10 | 29 Oct 2022 |
| Sprint-2 | 7 | 6 Days | 31 Oct 2022 | 05 Nov 2022 | 7 | 05 Nov 2022 |
| Sprint-3 | 11 | 6 Days | 07 Nov 2022 | 12 Nov 2022 | 11 | 12 Nov 2022 |
| Sprint-4 | 8 | 6 Days | 14 Nov 2022 | 19 Nov 2022 | 8 | 19 Nov 2022 |

Table 6.2.2 Sprint Delivery Schedule

6.3 REPORTSFROMJIRA

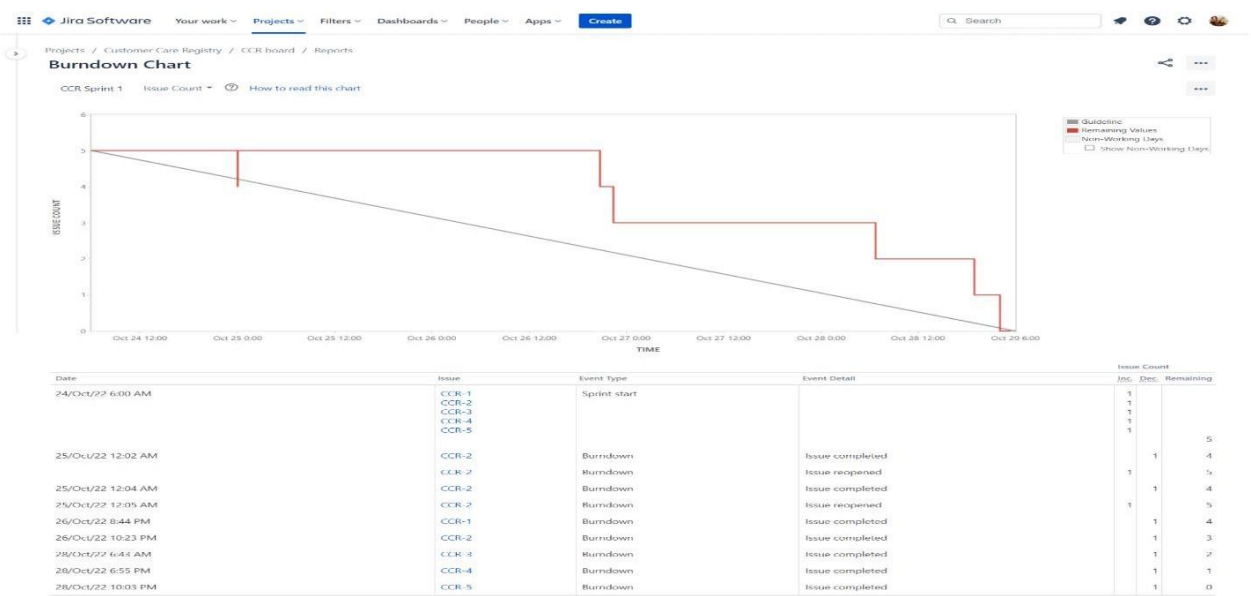


Figure6.3.1ReportsfromJIRA

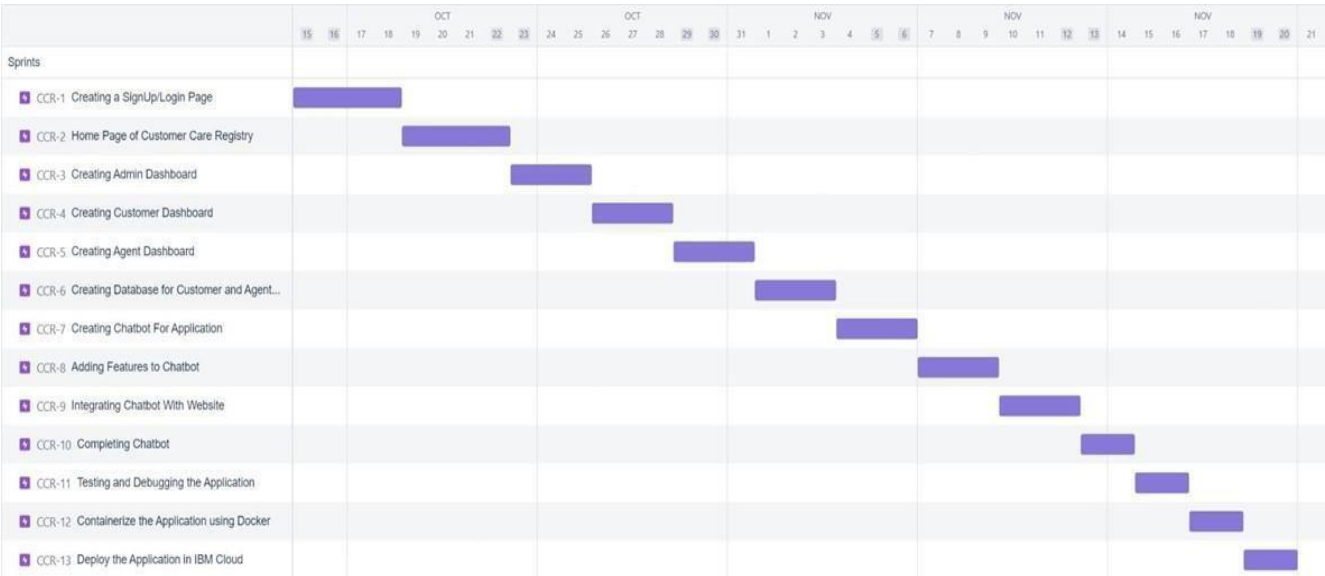


Figure6.3.2 ReportsfromJIRA

CHAPTER 7

CODING AND SOLUTIONING

College graduates with prior programming expertise or technical degrees are recruited and transitioned into professional positions with Alabama firms and organizations through the highly competitive Coding Solutions job accelerator and talent refinement program at no cost to the graduates. We provide a pool of varied, well-trained, tech-savvy individuals that want to launch and advance their career in Alabama. The mission of veteran- and woman-owned Coding Solutions is to mobilize the next generation 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 Coding Solutions 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.

7.1 Features1

7 Main types of customer needs

- User-friendly
- Empathy
- Fairness
- Control
- Alternatives
- Information

7.2 Features2

- Complaint Tracking
- Email Alert
- 24/7 Monitoring

CHAPTER 13

APPENDIX

SOURCECODE

Tests.py

```
from django.db import
models
# Create your models
here.
class
RegistrationModel(model
s.Model):
uname=models.CharField(
max_length=250)
pwd=models.CharField(ma
x_length=250)
addr =
models.CharField(max_le
ngth=250)
email =
models.CharField(max_le
ngth=250)
mno =
models.CharField(max_le
ngth=250)
```

views.py

```
from django.shortcuts
import render, redirect,
get_object_or_404
from django.http import
HttpResponse
from care.models import
RegistrationModel
from django.db.models
import Q
from customer.settings
import
DEFAULT_FROM_EMAIL
from django.core.mail
import
EmailMultiAlternatives
import mysql.connector
#import numpy as np
#import
matplotlib.pyplot as
plt
#import subprocess
from random import
randint
# Create your views
here.
def index(request):
if request.method ==
"POST":
email=
request.POST.get('uname
', '')
pwd =
request.POST.get('pwd',
'')
request.session['email']
=
request.POST.get('uname
', '')
if
RegistrationModel.objec
ts.filter(email=email,p
wd=pwd).exists()
```

```

print(request.session['email'])
return render(request, 'master.html')
else:
return render(request, 'user_regist.html')
return render(request, 'index.html')
# return render(request, 'index.html')
def login(request):
if request.method == "POST":
uname = request.POST.get('uname')
pwd = request.POST.get('pwd')
addr = request.POST.get('addr')
email = request.POST.get('email')
mno = request.POST.get('mno')
if RegistrationModel.objects.filter(uname=uname).exists():
return HttpResponse("Already registered")
if RegistrationModel.objects.create(uname=uname, pwd=pwd, addr=addr, email=email, mno=mno):
subject = "Registration"
text_content = ""
# otp = randint(1000, 9999)
st="Registered successfully"
request.session['email'] = request.POST.get('email')
html_content = "<br/><p>Registration :<strong>" + str(st) + "</strong></p>"
from_mail = DEFAULT_FROM_EMAIL
to_mail = [email]
print(to_mail)
msg = EmailMultiAlternatives(subject, text_content, from_mail, to_mail)
msg.attach_alternative(html_content, "text/html")
msg.send()
return render(request, 'index.html')
return render(request, 'user_regist.html')

```

8. TESTING

1. TestCases
2. UserAcceptanceTesting

9. RESULTS

1. PerformanceMetrics

10. ADVANTAGES&DISADVANTAGES

11. CONCLUSION

12. FUTURESCOPE

13. APPENDIX

SourceCode

GitHub&ProjectDemoLink