TEAM REPORT

CUSTOMER CARE REGISTRY

TEAM ID :PNT2022TMID17883

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ABSTRACT

Develop cloud applications not only to resolve customer complaints, but also to provide customers with satisfaction in using specific business products. This application helps customers file her complaints about problems they are facing with their products. The customer should provide his/her the detailed description of the issue she is facing and her priority level. After the Manager confirms the complaint, an agent is assigned to the complaint filed by the Customer. Each complaining customer will be notified of the process via email. You can also see the status of the complaint.

CHAPTER - 1

INTRODUCTION

Customers are the focus of every company. Business survival depends on customer satisfaction. Customers expect high quality service and are even willing to pay a premium for better service. From the customer's perspective, smart service quality leads to semi-permanent customer relationships and is measured by reuse and cross-selling. In addition, customers endorse service for others. Service is fundamentally different from manufacturing. This distinction contributes to the accumulation of quality of service complexity. Therefore, companies make every effort to provide quality services to satisfy their customers. Despite our best efforts, occasional criticism is inevitable. But sincere recovery turns dissatisfied and dissatisfied customers back into loyal customers. The key to success is recognizing the importance of responding fairly and effectively to customer complaints. Complaints are usually the accumulation of accumulated knowledge, leading to constructive concepts for future service increases and improvements. Survey shows that only many dissatisfied customers actually complain, giving the company an opportunity to fix itself. Others change loyalties. Therefore, complaints should be resolved as soon as possible, honestly and without being defensive. Structured customer criticism management is a recipe for negative interference in the long run. In this paper, we decided to develo such a customer care registration model.

CHAPTER - 2

LITERATURE SURVEY

S.NO	JOURNAL NAME	AUTHOR NAME	YEAR	PROPOSED SYSTEM
1	Cloud-based Solution Proposed for Telecom Industry Customer Satisfaction	Nurulhuda Mustafa, Lew Sook Ling, Sit i Fatimah Abdul Razak	2019	The proposed cloud-based customer supports solutions for the telecom industry. Suggested improvements include: Mutual agreement between customer and company when executing recovery plans, enabling real-time and status tracking , using app to review completed work Implement loyalty programs such as summaries of work completed, which increase customer confidence by receiving signatures.
2	Mobile Government Information Services Use of SMS and Web Technologies on the Platform	Hua Zhang , Fayu Wang	2010	One SMS technology proposed in the mobile service platform is the new electronic office platform that integrates traditional electronic management and mobile communication. With the constant progress of mobile communication

				technology and the emergence of 3G, this will further accelerate the development of mobile information in our country. Short Message Research based on mobile administration platform creates an efficient, friendly, and people-centred mode of government administration, which bridges government and citizens, and builds a harmonious socialist society.
3	Real World Smart Chatbot for Customer Care with a Software as a Service (SaaS) architecture.	Patensohn Michael D'silva, Sank-et Aretha, Sharddha More and Jeril Kuriakos	2017	The proposed Real World Smart Chatbot system architecture focuses on analysing these social chats by identifying whether a customer's messages are actionable. All actionable messages are sent to the chatbot and tries to solve the problem of the user by initiating a conversation with him customer in a more human way. As a result, saves a lot of money and resources for the companies that use his in customer service,making

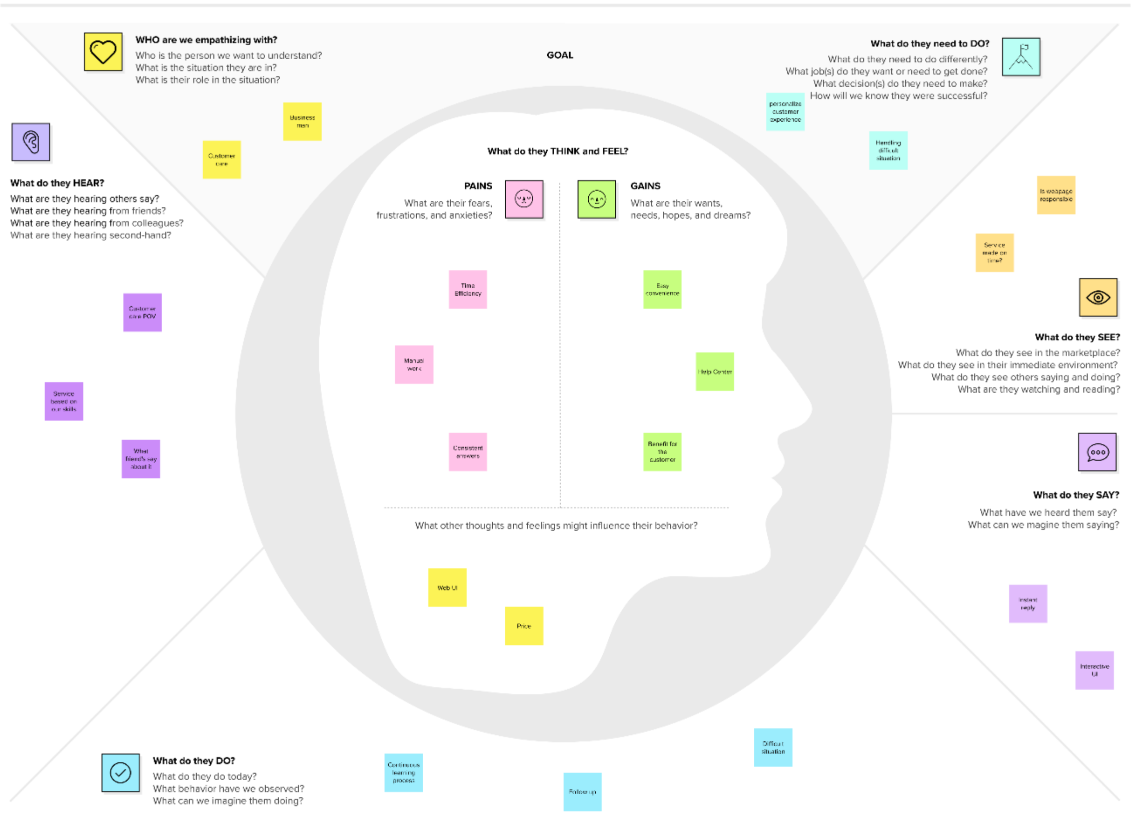
				's customers happier and happier. The system proposed by is implemented in the AWS public cloud, so the system can handle a large user base.
4	Blockchain and AutoML Approach to Open and Automated Customer Service	Zhi Li, Hanyang Guo, Wai Ming Wang, Yijiang Guan, Ali Vatankhah Barenji, George Q. Huang, Kevin S. McFall and Xin Chen	2019	The proposed system describes a blockchain and AutoML implementation that incorporates the open and decentralized advantages of blockchain and the automation advantages of AutoML. A new concept for open and automated customer service is proposed. Compared to his traditional customer service methods, the proposed platform creates a shared, trust less data trading environment. This is especially useful for SMEs to collect enough data to enable automated customer service and develop core customer service capabilities.
5	Online complaint registration system for municipalities.	A.Prassana and Dr. A.V. Senthil Kumar	2020	In the proposed system, the Android

				application allows users to register complaints in a simple and neat format. Mainly, he marks his location on Google Maps when making a complaint so he can easily help people. They are also fully aware of the progress of the complaint. You can also check his status regarding needs. User has posted feedback for this her CMS system and administrators can view this feedback.

CHAPTER -3

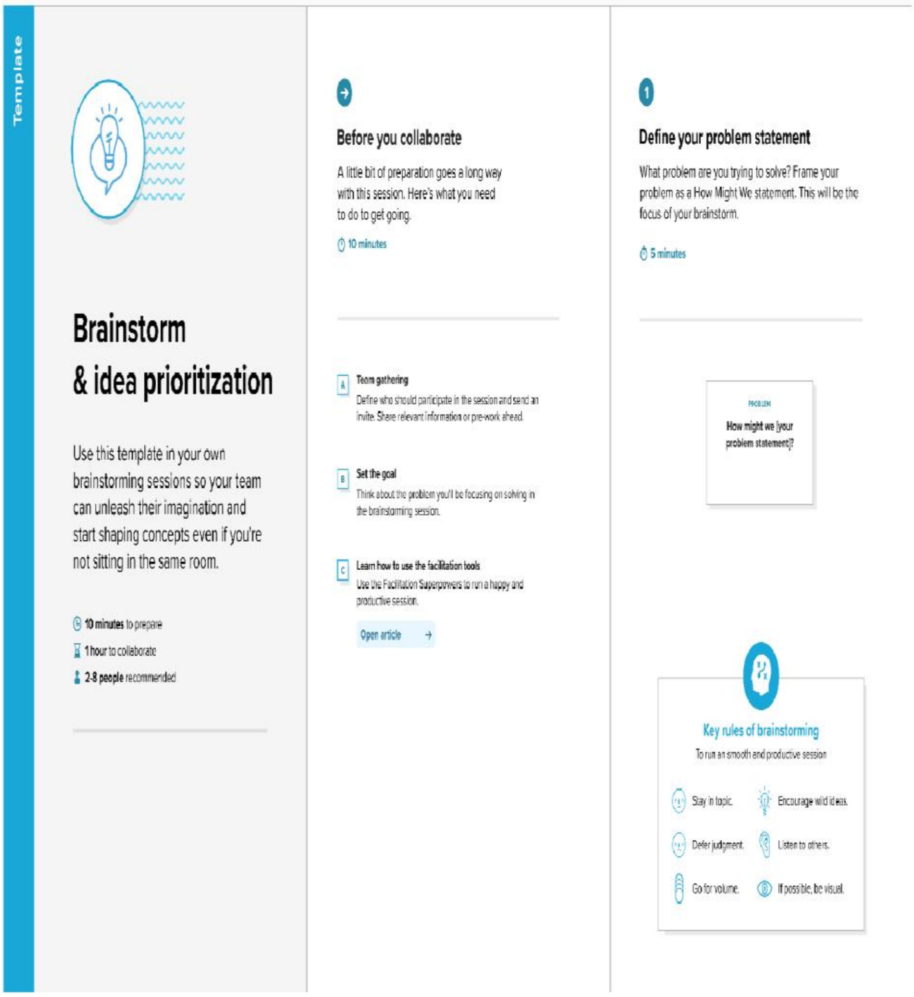
IDEATION & PROPOSED SOLUTION

3.1 Empathy Map Canvas:


WHO are we empathizing with?
Who is the person we want to understand?
What is the situation they are in?
What is their role in the situation?
GOAL
What do they need to DO?
What do they need to do differently?
What job(s) do they want or need to get done?
What decision(s) do they need to make?
How will we know they were successful?
Business man
Customer care
personalize customer experience
Handling difficult situation
What do they HEAR?
What are they hearing others say?
What are they hearing from friends?
What are they hearing from colleagues?
What are they hearing second-hand?
Customer care POV
Service based on our skills
What friend's say about it
What do they THINK and FEEL?
PAINS
What are their fears, frustrations, and anxieties?
Time Efficiency
Manual work
Consistent answers
GAINS
What are their wants, needs, hopes, and dreams?
Easy convenience
Help Center
Benefit for the customer
What other thoughts and feelings might influence their behavior?
Web UI
Price
Is webpage responsible
Service made on time?
What do they SEE?
What do they see in the marketplace?
What do they see in their immediate environment?
What do they see others saying and doing?
What are they watching and reading?
What do they SAY?
What have we heard them say?
What can we magine them saying?
Instant reply
Interactive UI
What do they DO?
What do they do today?
What behavior have we observed?
What can we imagine them doing?
Continuous learning process
Follow up
Difficult situation

3.2 Ideation & Brainstorming:

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



Brainstorm & idea prioritization

Use this template in your own brainstorming sessions so your team can unleash their imagination and start shaping concepts even if you're not sitting in the same room.

10 minutes to prepare
1 hour to collaborate
2-8 people recommended

Before you collaborate

A little bit of preparation goes a long way with this session. Here's what you need to do to get going.

10 minutes

A Team gathering
Define who should participate in the session and send an invite. Share relevant information or pre-work ahead.

B Set the goal
Think about the problem you'll be focusing on solving in the brainstorming session.

C Learn how to use the facilitation tools
Use the Facilitation Superpowers to run a happy and productive session.

1 Define your problem statement

What problem are you trying to solve? Frame your problem as a How Might We statement. This will be the focus of your brainstorm.

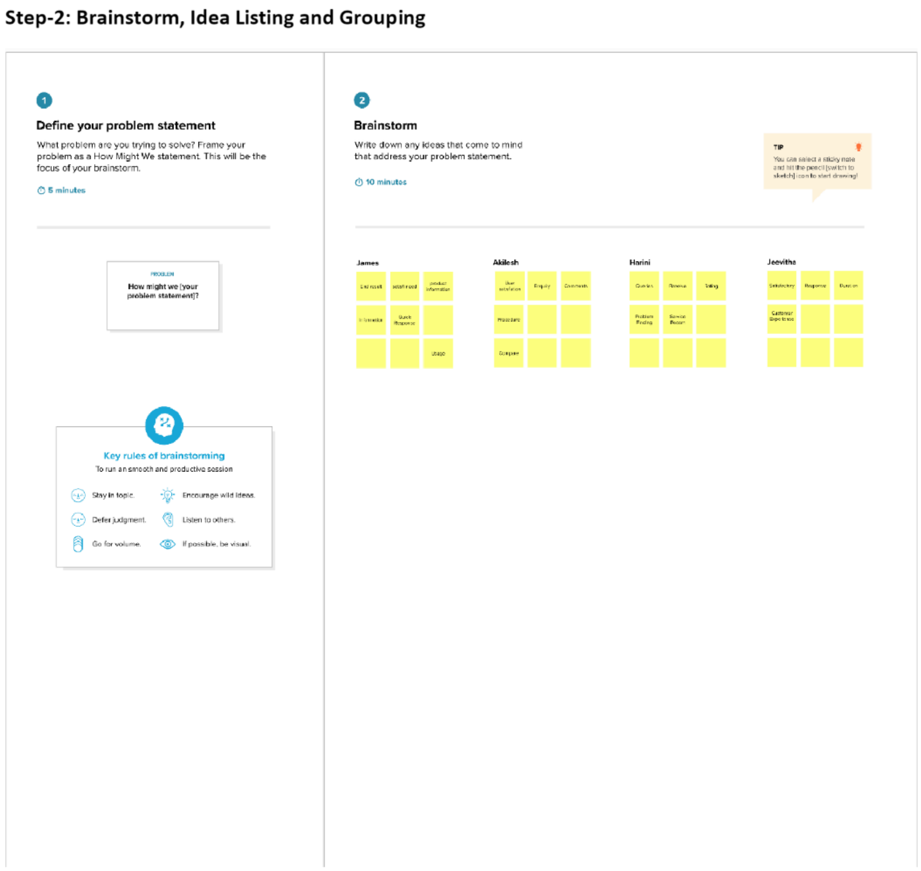
5 minutes

PROBLEM
How might we [your problem statement]?

Key rules of brainstorming
To run an smooth and productive session

Stay in topic.
Encourage wild ideas.
Defer judgment.
Listen to others.
Go for volume.
If possible, be visual.

Step 2: Brainstorm, Idea Listing and Grouping:



Step-2: Brainstorm, Idea Listing and Grouping

1

Define your problem statement

What problem are you trying to solve? Frame your problem as a How Might We statement. This will be the focus of your brainstorm.

5 minutes

PROBLEM

How might we [your problem statement]?

Key rules of brainstorming

To run an smooth and productive session

- Stay in topic.
- Encourage wild ideas.
- Defer judgment.
- Listen to others.
- Go for volume.
- If possible, be visual.

2

Brainstorm

Write down any ideas that come to mind that address your problem statement.

10 minutes

TIP

You can select a sticky note and hit the pencil [switch to sketch] icon to start drawing!

James

End result, satisfied, product information, Information, Quick Response, Usage

Akilesh

User satisfaction, Enquiry, Comments, Procedure, Compare

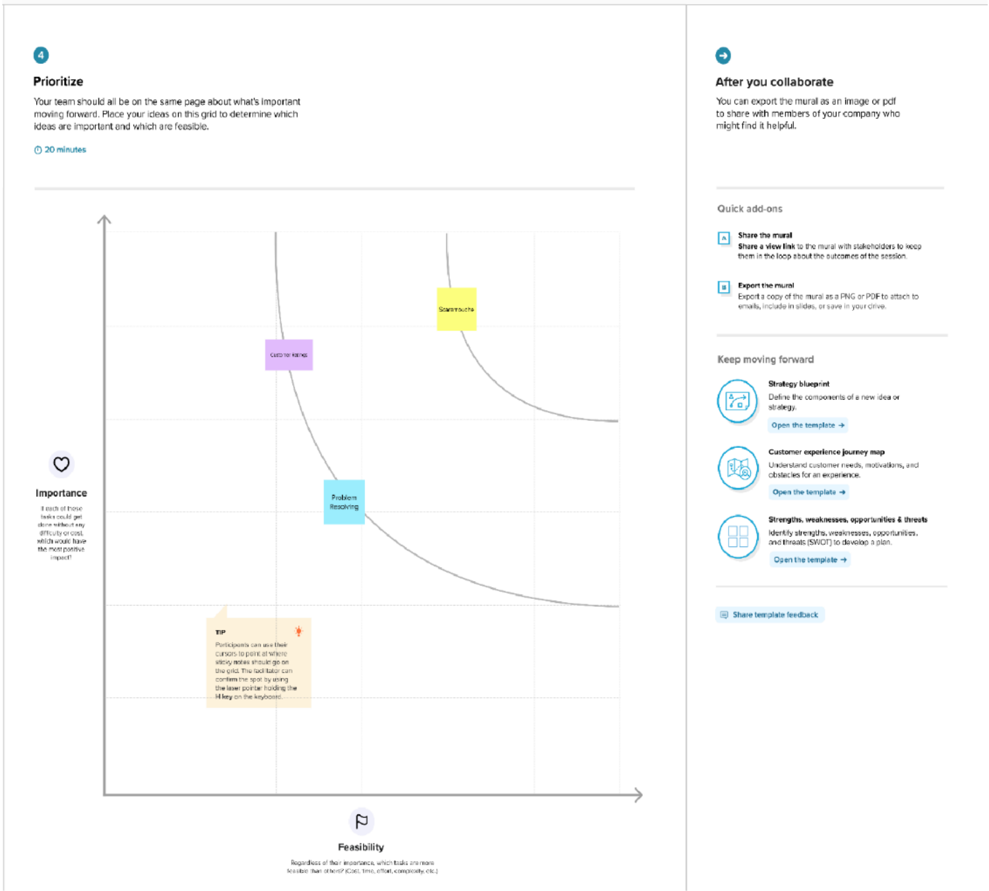
Harini

Queries, Renewal, Rating, Problem Finding, Service Record

Jeevitha

Satisfactory, Response, Duration, Customer Experience

Step 3: Idea Prioritization:



4

Prioritize

Your team should all be on the same page about what's important moving forward. Place your ideas on this grid to determine which ideas are important and which are feasible.

20 minutes

Importance

If each of these tasks could get done without any difficulty or cost, which would have the most positive impact?

TIP

Participants can use their cursors to point at where sticky notes should go on the grid. The facilitator can confirm the spot by using the laser pointer holding the **H key** on the keyboard.

Feasibility

Regardless of their importance, which tasks are more feasible than others? (Cost, time, effort, complexity, etc.)

After you collaborate

You can export the mural as an image or pdf to share with members of your company who might find it helpful.

Quick add-ons

A **Share the mural**
Share a view link to the mural with stakeholders to keep them in the loop about the outcomes of the session.

B **Export the mural**
Export a copy of the mural as a PNG or PDF to attach to emails, include in slides, or save in your drive.

Keep moving forward

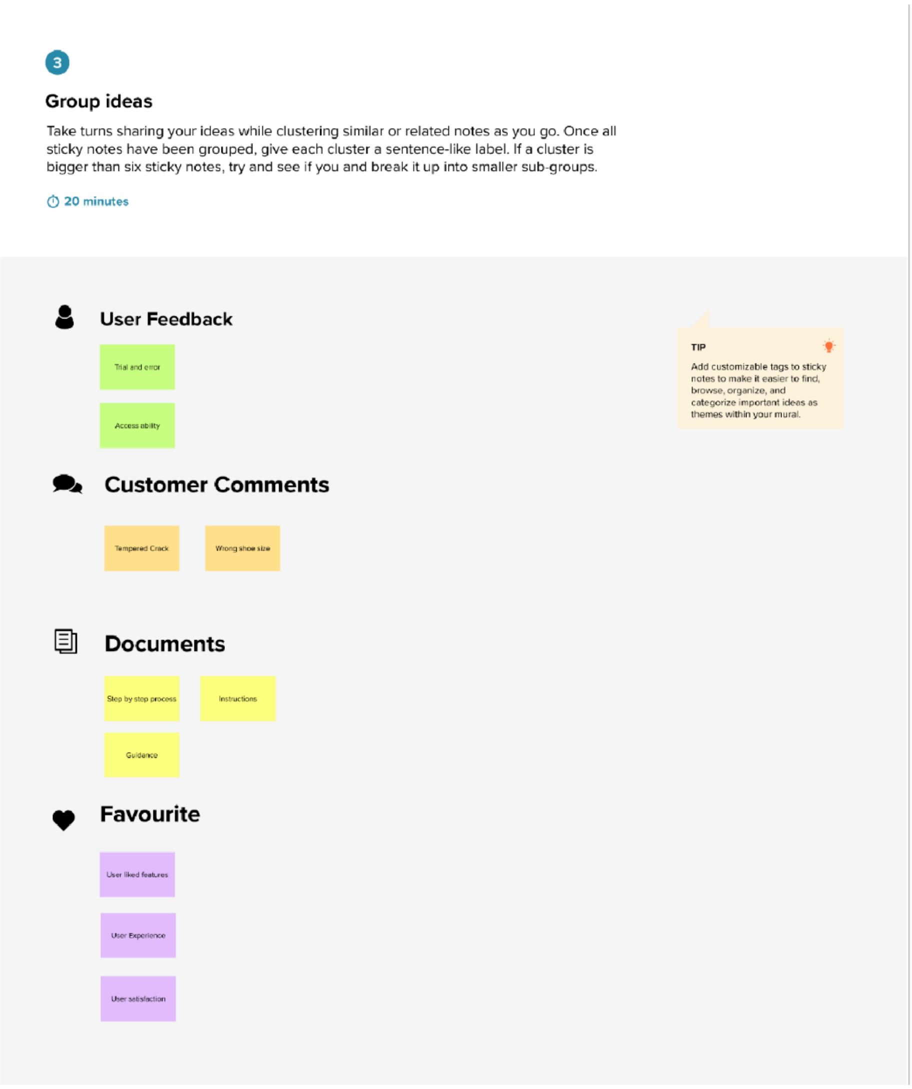
Strategy blueprint
Define the components of a new idea or strategy.
Open the template →

Customer experience journey map
Understand customer needs, motivations, and obstacles for an experience.
Open the template →

Strengths, weaknesses, opportunities & threats
Identify strengths, weaknesses, opportunities, and threats (SWOT) to develop a plan.
Open the template →

Share template feedback

Step 4: Group Idea:



3

Group ideas

Take turns sharing your ideas while clustering similar or related notes as you go. Once all sticky notes have been grouped, give each cluster a sentence-like label. If a cluster is bigger than six sticky notes, try and see if you and break it up into smaller sub-groups.

20 minutes

User Feedback

Trial and error

Access ability

Customer Comments

Tempered Crack

Wrong shoe size

Documents

Step by step process

Instructions

Guidance

Favourite

User liked features

User Experience

User satisfaction

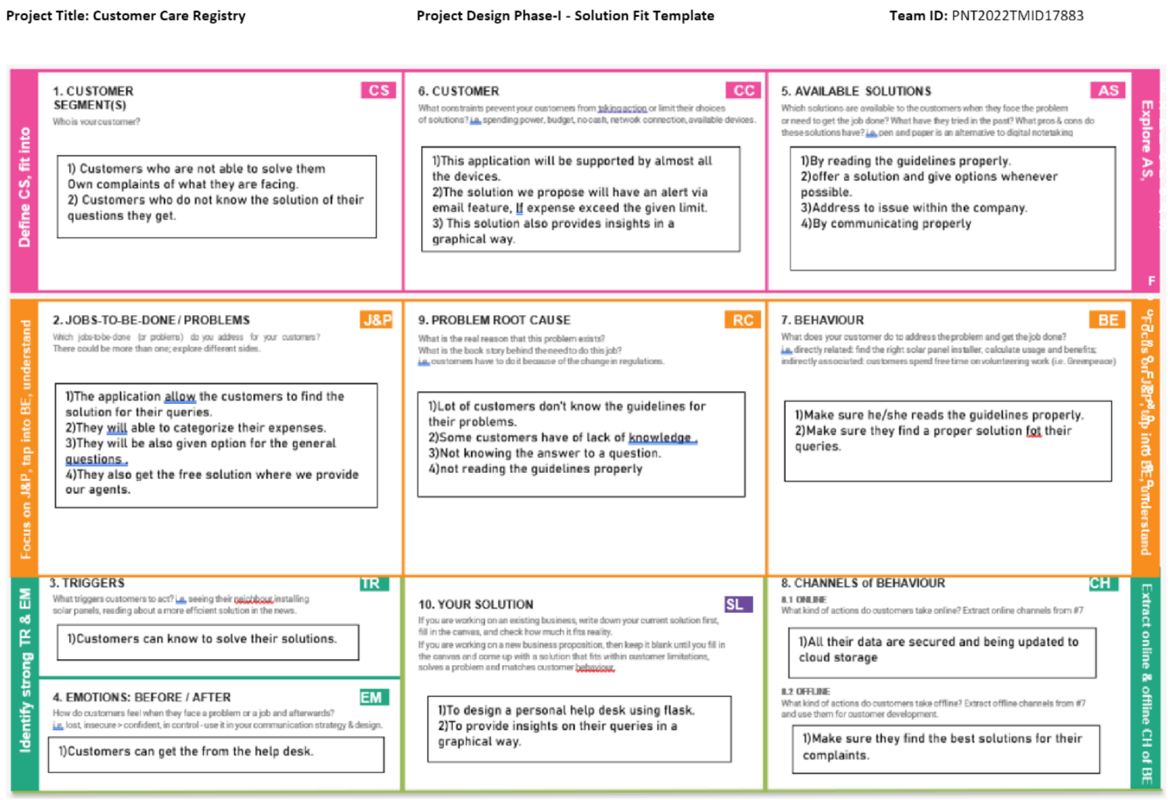
TIP

Add customizable tags to sticky notes to make it easier to find, browse, organize, and categorize important ideas as themes within your mural.

3.3 Proposed Solution:

S.NO	PARAMETER	DESCRIPTION
1	Problem statement (Problem to be solved)	To solve the issues faced by the customer by a cloud application.
2	Idea / Solution description	Directly routing specific agent about the issue. Automated ticket closure by daily sync database.
3	Novelty/Uniqueness	Assigned agent routing, automated ticket closure, backup data retrieval lost data.
4	Social Impact / Customer Satisfaction	Customer satisfaction and easy agent communication.
5	Business Model (Revenue Model)	Key partners are third party members. Customer relationship have 24/7 support.
6	Scalability of the solution	Providing an environment to solve critical customer issues.

3.4 Problem Solution Fit:



Project Title: Customer Care Registry

Project Design Phase-I - Solution Fit Template

Team ID: PNT2022TMID17883

1. CUSTOMER SEGMENT(S) CS

Who is your customer?

1) Customers who are not able to solve them
Own complaints of what they are facing.
2) Customers who do not know the solution of their questions they get.

6. CUSTOMER CC

What constraints prevent your customers from taking action or limit their choices of solutions? i.e. spending power, budget, no cash, network connection, available devices.

1)This application will be supported by almost all the devices.
2)The solution we propose will have an alert via email feature, If expense exceed the given limit.
3) This solution also provides insights in a graphical way.

5. AVAILABLE SOLUTIONS AS

Which solutions are available to the customers when they face the problem or need to get the job done? What have they tried in the past? What pros & cons do these solutions have? i.e. pen and paper is an alternative to digital notetaking

1)By reading the guidelines properly.
2)offer a solution and give options whenever possible.
3)Address to issue within the company.
4)By communicating properly

2. JOBS-TO-BE-DONE / PROBLEMS J&P

Which jobs-to-be-done (or problems) do you address for your customers? There could be more than one; explore different sides.

1)The application allow the customers to find the solution for their queries.
2)They will able to categorize their expenses.
3)They will be also given option for the general questions .
4)They also get the free solution where we provide our agents.

9. PROBLEM ROOT CAUSE RC

What is the real reason that this problem exists?
What is the back story behind the need to do this job?
i.e. customers have to do it because of the change in regulations.

1)Lot of customers don't know the guidelines for their problems.
2)Some customers have of lack of knowledge .
3)Not knowing the answer to a question.
4)not reading the guidelines properly

7. BEHAVIOUR BE

What does your customer do to address the problem and get the job done?
i.e. directly related: find the right solar panel installer, calculate usage and benefits; indirectly associated: customers spend free time on volunteering work (i.e. Greenpeace)

1)Make sure he/she reads the guidelines properly.
2)Make sure they find a proper solution fot their queries.

3. TRIGGERS TR

What triggers customers to act? i.e. seeing their neighbour installing solar panels, reading about a more efficient solution in the news.

1)Customers can know to solve their solutions.

4. EMOTIONS: BEFORE / AFTER EM

How do customers feel when they face a problem or a job and afterwards?
i.e. lost, insecure > confident, in control - use it in your communication strategy & design.

1)Customers can get the from the help desk.

10. YOUR SOLUTION SL

If you are working on an existing business, write down your current solution first, fill in the canvas, and check how much it fits reality.
If you are working on a new business proposition, then keep it blank until you fill in the canvas and come up with a solution that fits within customer limitations, solves a problem and matches customer behaviour.

1)To design a personal help desk using flask.
2)To provide insights on their queries in a graphical way.

8. CHANNELS of BEHAVIOUR CH

8.1 ONLINE
What kind of actions do customers take online? Extract online channels from #7

1)All their data are secured and being updated to cloud storage

8.2 OFFLINE
What kind of actions do customers take offline? Extract offline channels from #7 and use them for customer development.

1)Make sure they find the best solutions for their complaints.

Define CS, fit into
Explore AS,
F
Focus on J&P, tap into BE, understand
Focus on J&P, tap into BE, understand
Identify strong TR & EM
Extract online & offline CH of BE

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 Gmail. Registration through LinkedIN.
FR-2	User Confirmation	Confirmation via Email. Confirmation via OTP.
FR-3	User Login	Login via Google with Email id and Password.
FR-4	Admin Login	Login via Google with Email id and Password.
FR-5	Quary Form	Description of the issues contact information.
FR-6	E-mail	Login alertness.
FR-7	Feedback	Customer Feedback.

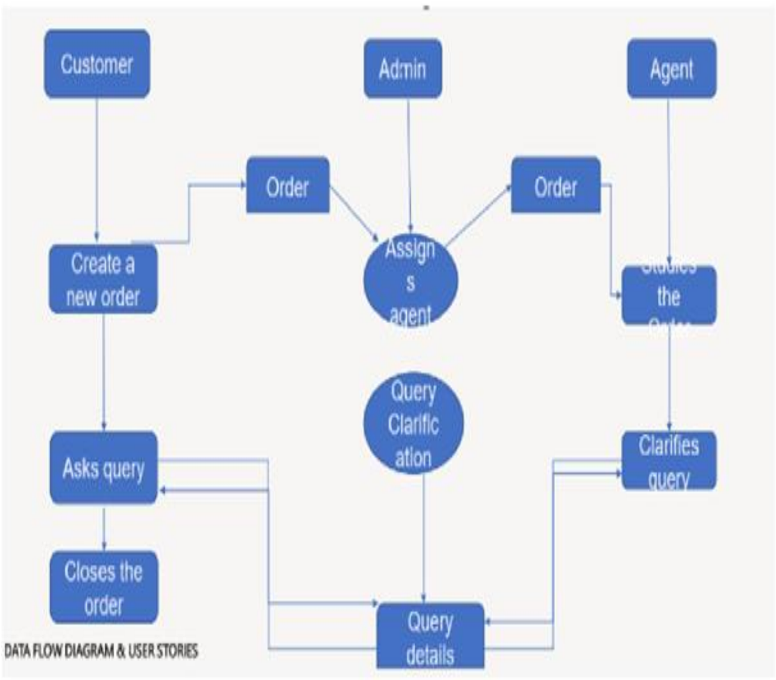
4.2 Non-Functional Requirement:

NFR NO.	NON-FUNCTIONAL REQUIREMENT	DESCRIPTION
NFR-1	Usability	To provide the solution to the problem.
NFR-2	Security	Track the login authentication.
NFR-3	Realiability	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 customer.

CHAPTER - 5

PROJECT DESIGN

5.1 Data Flow Diagrams:

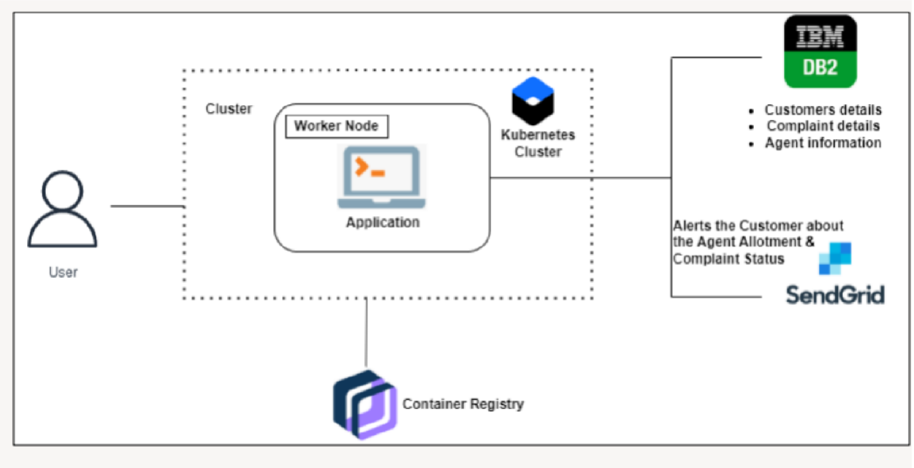


5.2 Solution & Technical Architecture:

Solution architecture is a complex process - with many sub-processes - that bridge the gap between business problem and technology solutions. Its goals are to:

- Find the best tech solution to solve existing business problems.
- Describe the structure, characteristics, behaviour, and other aspects of the software to project stakeholder.
- Define feature, development phase and solution requirements.
- Provide specifications according to which the solution is defined, managed and delivered.

Technical Architecture:



5.3 User Stories

User type	Functional Requirement (Epic)	User Story Number	User story / Task	Acceptance Criteria	Priority	Release
Customer (Mobile user)	Registration	USN-1	AS a customer, I can register for application by entering my email,password and confirming my password.	I can access my account / dashboard.	High	Sprint -1
	Login	USN-2	As a customer, I can login to the application by entering correct email and password.	I can access my account/ dashboard.	High	Sprint -1
	Dashboard	USN-3	As a customer, I can see all the orders raised by me.	I get all the info needed in my dashboard.	Low	Sprint -2
	Order Creation	USN-4	As a customer, I can place my order with the detailed	I can ask my query.	Medium	Sprint -2

			description of my query.			
	Address Column	USN-5	As a customer, I can have conversations with the assigned agent and get my queries clarified.	My queries are clarified.	High	Sprint-3
	Forgot Password	USN-6	As a customer, I can rest my password by this option in case I forgot my old password.	I can get access to my account again.	Medium	Sprint-4
	Order Details	USN-7	As a customer, I can see the current state of the order.	I get a better understanding.	Medium	Sprint-4
Agent (web user)	Login	USN-1	As an agent, I can see login to the application by entering the correct email id and password.	I can access to my account / dashboard.	High	Sprint-3

	Dashboard	USN-2	As a agent, I can see the order details assigned to me by admin.	I can see the tickets to which I could answer.	High	Sprint-3
	Address Column	USN-3	As a agent, I get to have conversation with the customer and clear his/her dobuts.	I can clarify the issues.	High	Sprint-3
	Forgot Password	USN-4	As a agent, I can get reset my password by this option in case I forgot my old password.	I get access to my account again.	Medium	Sprint-4
Admin (Mobile user)	Login	USN-1	As a admin, I can login to the application by entering the correct email and password.	I can access my account/dashboard.	High	Sprint-1
	Dashboard	USN-2	As a admin, I can see all the order raised in the entire system and IoT more.	I can assign agent by seeing those order.	High	Sptint-1

	Agent creation	USN-3	As an admin, I can create an agent for clarifying the customers quries.	I can create agent.	High	Sprint -2
	Assignment agent	USN-4	As a admin ,I can assign an agent for each order created by the customer.	Enable agent to clarify the queries.	High	Sprint -1
	Forgot Password	USN-5	As an admin, I can reset my password by this option in case I forgot my old password.	I get access to my account.	High	Sprint -1

CHAPTER 6

PROJECT PLANNING & SCHEDULING

6.1 Sprint Planning & Estimation:

SPRINT	FUNCTIONAL REQUIREMENT (EPIC)	USER STROY NUMBER	USER STORY / TASK	STORYPOINTS	PRIORITY	TEAM MEMBER
Sprint -1	User panel	USN-1	The user will login into the website and gothrough the servuce available on the webpage.	20	High	James Chistopher Akilesh
Sprint -2	Admin panel	USN-2	The role of the admin is to check out the database about the availability and have a tract of all the things that the user going to service.	20	High	Harini Jeevitha Harsini
Sprint -3	Chat Bot	USN-3	The user can directly talk to the chatbox regarding the service. Get the recommend	20	High	James Chistopher Akilesh

			ation based on the information provided by the user.			
Sprint-4	Final Delivery	USN-4	Container of the application using Dicker kubernetes and deployment the application. Create the docimentation and final Submit the application.	20	High	Harini Jeevitha Harsini

6.2 Project Tracker

SPRINT	TOTAL STORY POINT	DURATION	SPRINT START DATE	SPRINT END DATE (PLANNED)	STORY POINT COMPLET-ED (AS ON PLANNED END DATE)	SPRINT RELEASE DATE (ACTUAL)
Sprint-1	20	6 Days	24 Oct 2022	29 Oct 2022	20	29 Oct 2022
Sprint-2	20	6 Days	31 Oct 2022	05 Nov 2022	20	05 Nov 2022
Sprint-3	20	6 Days	07 Nov 2022	12 Nov 2022	20	12 Nov 2022
Sprint-4	20	6 days	14 Nov 2022	19 Nov 2022	20	19 Nov 2022

CHAPTER-7

CODING & SOLUTION

7.2 Feature 1: coding for registry

```
<!DOCTYPE html>
<html>
<head>
<meta name="viewport" content="width=device-width, initial-scale=1.0">
<link rel="stylesheet" href="{{ url_for('static', filename='style.css') }}">
<title>Register Page</title>
</head>
<body>
  <h2>Welcome To Customer Care Registry</h2>
  <div class="container" id="container">
    <div class="form-container sign-up-container">
      <form action="/" method="post" class="sign-in-form">
        <h1>Create Account</h1>
        <input type="text" name="username"  placeholder="Enter Your
Name"   required>
        <input type="password" name="password"  placeholder="Enter
Your Password"  required>
        <input type="text" name="email"  placeholder="Enter Your
MailID"  required />
        <input type="submit" value="Sign Up" class="sign-btn">
      </form>
    </div>

    <div class="form-container sign-in-container">
      <form action="/welcome" class="sign-up-form" method="post">
        <h1>Sign In</h1>
        <span>or use your account</span>
        <input type="text" name="username"  placeholder="Enter Your
Name"   required>
        <input type="password" name="password"  placeholder="Enter
Your Password"  required>
        <a href="#">Forgot your password?</a>
        <a href="/wel">
        <input type="submit" name="action" value="Sign In" class="sign-
btn2">
```

```
          </a>
        </form>
      </div>
      <div class="overlay-container">
        <div class="overlay">
          <div class="overlay-panel overlay-left">
            <h1>Welcome Back!</h1>
            <p>To keep connected with us please login with your personal
info</p>
            <button class="ghost" id="signIn">Sign In</button>
          </div>
          <div class="overlay-panel overlay-right">
            <h1>Hello, Friend!</h1>
            <p>Enter your personal details and start journey with us</p>
            <button class="ghost" id="signUp">Sign Up</button>
          </div>
        </div>
      </div>
    </div>
    <h2>About us</h2>

<script>
  window.watsonAssistantChatOptions = {
    integrationID: "bc749225-c36f-4b6b-84ce-2f080d126e2a", // The ID of
this integration.
    region: "eu-gb", // The region your integration is hosted in.
    serviceInstanceID: "66610931-fcad-4d78-9237-6622b322b0f2", // The
ID of your service instance.
    onLoad: function(instance) { instance.render(); }
  };
  setTimeout(function(){
    const t=document.createElement('script');
    t.src="https://web-
chat.global.assistant.watson.appdomain.cloud/versions/" +
(window.watsonAssistantChatOptions.clientVersion || 'latest') +
"/WatsonAssistantChatEntry.js";
    document.head.appendChild(t);
  });

const signUpButton = document.getElementById('signUp');
const signInButton = document.getElementById('signIn');
const container = document.getElementById('container');

signUpButton.addEventListener('click', () => {
        container.classList.add("right-panel-active");
});

signInButton.addEventListener('click', () => {
        container.classList.remove("right-panel-active");
});
</script>
</body>
</html>
```

7.2 Feature 2: coding for Signout

```
<html>
<head>
<meta name="viewport" content="width=device-width, initial-scale=1.0">
<title>Signout Page</title>
</head>
<body>
   <style>
      @import
url('https://fonts.googleapis.com/css?family=Montserrat:400,800');
      * {
         box-sizing: border-box;
      }
      body {
         background: #f8f6f6;
         display: flex;
         justify-content: space-between;
         flex-direction: column;
         font-family: 'Montserrat', sans-serif;
         margin: 20px 20px 20px 20px;
      }
      h2{
         color: #f8f6f6;
         text-align: center;
```

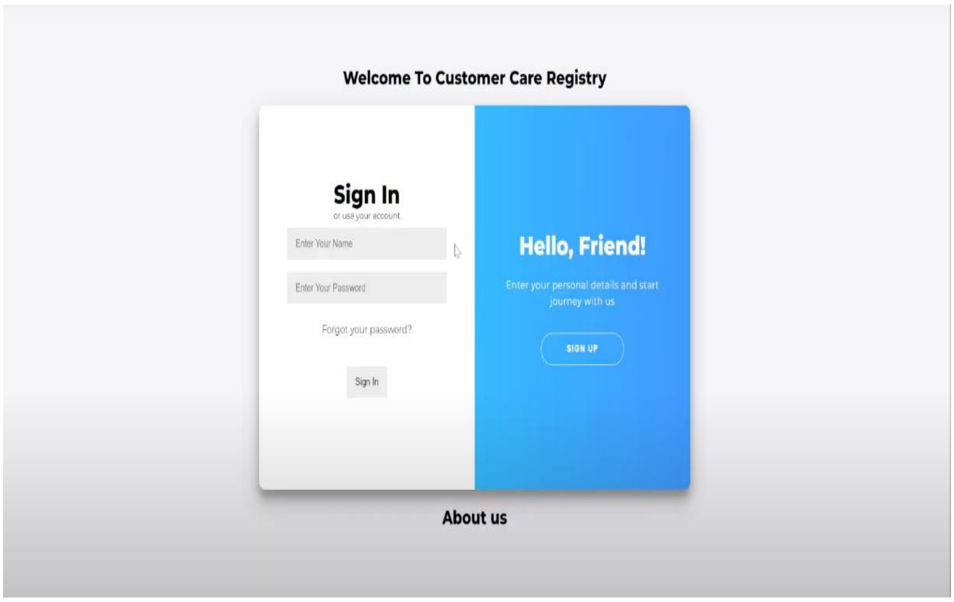
```
    margin: 200px 20px 20px 40px;
}
.contain1-top{
    background-color: #2bc3ff;
    border-radius: 10px;
    box-shadow: 0 14px 28px rgba(0,0,0,0.25),
            0 10px 10px rgba(0,0,0,0.22);
    position: relative;
    overflow: hidden;
    width: 1650px;
    max-width: 100%;
    min-height: 60px;
    margin: 10px 10px 10px 10px;
    height: 700px;
}
.button2{
    margin: 0px 0px 0px 700px;
    border-radius: 20px;
    border: 1px solid #2bc3ff;
    background-color: #2b9cff;
    color: black;
    font-size: 12px;
    font-weight: bold;
    padding: 12px 45px;
    letter-spacing: 1px;
    text-transform: uppercase;
    transition: transform 80ms ease-in;
    transform: scale(0.95);
    outline: none;
    background-color: transparent;
    border-color: black;
}
.button2:hover {
    background-color: white;
    color: #2bc3ff;
}
.button3{
    margin: 0px 0px 0px 725px;
    border-radius: 20px;
    border: 1px solid #2bc3ff;
    background-color: #2b9cff;
```

```
      color: black;
      font-size: 12px;
      font-weight: bold;
      padding: 12px 45px;
      letter-spacing: 1px;
      text-transform: uppercase;
      transition: transform 80ms ease-in;
      transform: scale(0.95);
      outline: none;
      background-color: transparent;
      border-color: black;
    }
    .button3:hover {
      background-color: white;
      color: #2bc3ff;
    }


  </style>
  <div class="contain1">
    <div class="contain1-top">
      <h2>Your Complain has been filed</h2>
      <form action="/welred" method="post">
        <input type="submit" name="action" value="Add a Complaint"
class="button2">
      </form>
      <form action="/relogin" method="post">
        <input type="submit" name="action" value="Sign Out"
class="button3">
      </form>
    </div>
  </div>
  <script>
    window.watsonAssistantChatOptions = {
      integrationID: "bc749225-c36f-4b6b-84ce-2f080d126e2a", // The
ID of this integration.
      region: "eu-gb", // The region your integration is hosted in.
      serviceInstanceID: "66610931-fcad-4d78-9237-6622b322b0f2", //
The ID of your service instance.
      onLoad: function(instance) { instance.render(); }
    };
    setTimeout(function(){
      const t=document.createElement('script');
      t.src="https://web-
chat.global.assistant.watson.appdomain.cloud/versions/" +
(window.watsonAssistantChatOptions.clientVersion || 'latest') +
"/WatsonAssistantChatEntry.js";
      document.head.appendChild(t);
    });
    const signOutButton = document.getElementById('signOut');
  </script>
</body>
</html>
```

CHAPTER-8

RESULTS



Welcome To Customer Care Registry

Sign In

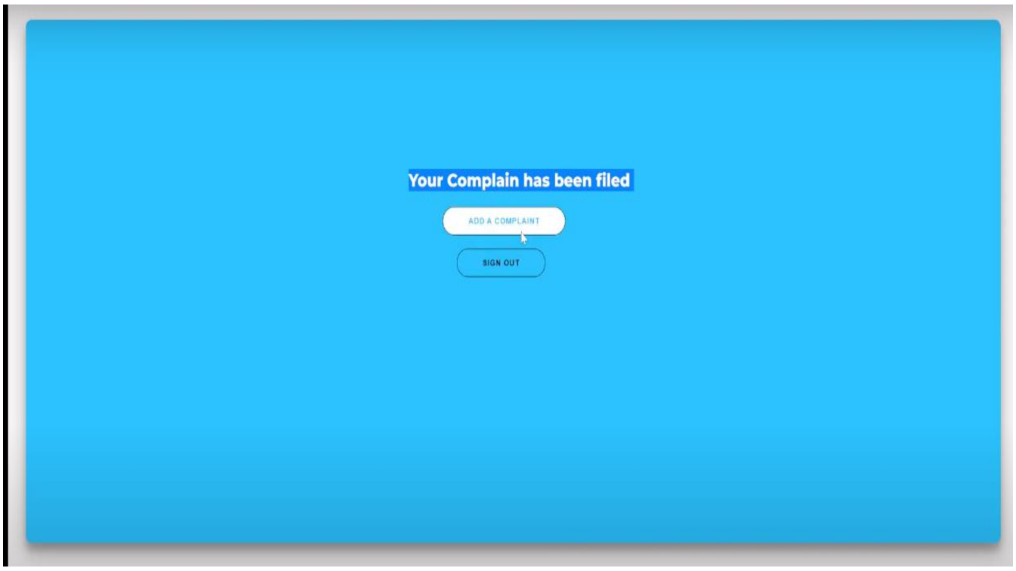
or use your account

Forgot your password?

Hello, Friend!

Enter your personal details and start journey with us

About us



Your Complain has been filed

CHAPTER-9

ADVANTAGES AND DISADVANTAGES

ADVANTAGES:

- Customers can clarify their doubts just by creating a new ticket
- Customer gets replies as soon as possible
- Not only the replies are faster, the replies are more authentic and practical
- Customers are provided with a unique account, to which the latter can login at any time
- Very minimal account creation process

DISADVANTAGES:

- Only web application is available right now (as of writing)
- UI is not so attractive, it’s just simple looking
- No automated replies
- No SMS alerts
- Supports only text messages while chatting with the Agen**t**

CHAPTER - 10

CONCLUSION

As such, many customer service applications are available on the Internet. We focused on the building blocks of these applications and created a customer care registration application.

It will be a web application built with Flask (Python Micro-Web Framework), HTML, and JavaScript. Become a ticket-based customer service register. customers can register for the application using their email address, password and first and last name. Then you can log into the system and create tickets as needed in the form of tickets. These tickets are sent to the administrator to whom the agent is assigned. A commissioned agent conducts a personal interview with the customer to clarify the customer's questions. It is also the administrator's responsibility to create agents.

CHAPTER - 11

FUTURE SCOPE

Our application is not finished yet. There is a lot of room for improvement. Some of them will be improved in future versions.

- Attractive and responsive user interface throughout the application

.

- Publish cross-platform mobile applications.
- Multimedia support in chat box.
- Create a community where your customers can interact. phone support

CHAPTER -12

APPENDIX

Style.css

```
@import
url('https://fonts.googleapis.com/css?family=Montserrat:400,800');

* {
  box-sizing: border-box;
}

body {
  background: #f6f5f7;
  display: flex;
  justify-content: center;
  align-items: center;
  flex-direction: column;
  font-family: 'Montserrat', sans-serif;
  height: 100vh;
  margin: -20px 0 50px;
}

h1 {
  font-weight: bold;
  margin: 0;
}

h2 {
  text-align: center;
}

p {
  font-size: 14px;
  font-weight: 100;
  line-height: 20px;
  letter-spacing: 0.5px;
  margin: 20px 0 30px;
}

span {
  font-size: 12px;
}

a {
  color: #333;
  font-size: 14px;
  text-decoration: none;
  margin: 15px 0;
}

button {
  border-radius: 20px;
  border: 1px solid #2bc3ff;
  background-color: #2b9cff;
  color: #FFFFFF;
  font-size: 12px;
  font-weight: bold;
  padding: 12px 45px;
  letter-spacing: 1px;
  text-transform: uppercase;
  transition: transform 80ms ease-in;
}

button:active {
  transform: scale(0.95);
}

button:focus {
  outline: none;
}

button.ghost {
  background-color: transparent;
  border-color: #FFFFFF;
}

form {
  background-color: #FFFFFF;
  display: flex;
  align-items: center;
  justify-content: center;
  flex-direction: column;
  padding: 0 50px;
  height: 100%;
  text-align: center;
}

input {
  background-color: #eee;
  border: none;
  padding: 12px 15px;
  margin: 8px 0;
  width: 100%;
}

.container {
  background-color: #fff;
  border-radius: 10px;
    box-shadow: 0 14px 28px rgba(0,0,0,0.25),
        0 10px 10px rgba(0,0,0,0.22);
  position: relative;
  overflow: hidden;
  width: 768px;
  max-width: 100%;
  min-height: 480px;
}

.form-container {
  position: absolute;
  top: 0;
  height: 100%;
  transition: all 0.6s ease-in-out;
}

.sign-in-container {
  left: 0;
  width: 50%;
  z-index: 2;
}
```

```
.container.right-panel-active .sign-in-container {
  transform: translateX(100%);
}

.sign-up-container {
  left: 0;
  width: 50%;
  opacity: 0;
  z-index: 1;
}

.container.right-panel-active .sign-up-container {
  transform: translateX(100%);
  opacity: 1;
  z-index: 5;
  animation: show 0.6s;
}

@keyframes show {
  0%, 49.99% {
    opacity: 0;
    z-index: 1;
  }

  50%, 100% {
    opacity: 1;
    z-index: 5;
  }
}

.overlay-container {
  position: absolute;
  top: 0;
  left: 50%;
  width: 50%;
  height: 100%;
  overflow: hidden;
  transition: transform 0.6s ease-in-out;
  z-index: 100;
}
```

```
.container.right-panel-active .overlay-container{
  transform: translateX(-100%);
}

.overlay {
  background: #418dff;
  background: -webkit-linear-gradient(to right, #2b92ff, #41b3ff);
  background: linear-gradient(to right, #2bdcff, #419aff);
  background-repeat: no-repeat;
  background-size: cover;
  background-position: 0 0;
  color: #FFFFFF;
  position: relative;
  left: -100%;
  height: 100%;
  width: 200%;
    transform: translateX(0);
  transition: transform 0.6s ease-in-out;
}

.container.right-panel-active .overlay {
    transform: translateX(50%);
}

.overlay-panel {
  position: absolute;
  display: flex;
  align-items: center;
  justify-content: center;
  flex-direction: column;
  padding: 0 40px;
  text-align: center;
  top: 0;
  height: 100%;
  width: 50%;
  transform: translateX(0);
  transition: transform 0.6s ease-in-out;
}

.overlay-left {
  transform: translateX(-20%);
}
```

```
.container.right-panel-active .overlay-left {
  transform: translateX(0);
}

.overlay-right {
  right: 0;
  transform: translateX(0);
}

.container.right-panel-active .overlay-right {
  transform: translateX(20%);
}
```

Project Demo Link :
https://youtu.be/gHmGNqHVgsE