

Customer Care Registry Application

LITERATURE SURVEY

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: 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.

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. 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 I 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

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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

Proposed Solution

In this project, we develop an application that keeps track of issues raised by the customer. The proposed application would solve any of the issue raised by the customer by sending the mail to the agent who can solve the issue. With our application, users can solve their issues in a more effective manner.

Comparative Analyses

Below are some of the features that are not present in existing to-do list apps that we are trying to implement in our application.

S. No	Features	Existing system	Proposed system
1.	Register	✓	✓
2.	Sign-in	✓	✓
3.	Add issue	✓	✓
4.	Categorize the issues	×	✓
5.	Update the issues	✓	✓
6.	View issues in form of graphs and Tables	✓	✓
7.	Report generation	×	✓
8.	Comparison of issues	×	✓
9.	Notifications	×	✓

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CONCLUSION

The customer care registry is used to solve the issues raised by the customer at proper time and in proper manner . The main goal of customer care registry is to attain customer satisfaction by solving the issues raised by any customer this can be done by the use of customer care registry application . This application is used to solve the issue raised by the customer by the use of cloud method. The customer issues are noted and then there will be the agent who does the solving of the issues by the appropriate solution giving to the issues raised by the customers. This could be more useful to attain customer satisfaction.

