

PROJECT REPORT

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1 . INTRODUCTION

1.1 PROJECT OVERVIEW

An effective complaints management system is integral to providing quality customer service. It helps to measure customer satisfaction and is a useful source of information and feedback for improving services. Often customers are the first to identify when things are not working properly

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.

ADMIN : 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 : They 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

The project tries to accomplish all the following features:

- 1) Smooth flow of data without any hurdles.
- 2) Adequate validation checks for data entry.
- 3) Adequate security of data.
- 4) Facility to update data from time to time.
- 5) Prompt and specific retrieval of data.
- 6) Flexibility in the system according to the changing environment.
- 7) Controlling redundancy in storing the same data multiple times.
- 8) Accuracy, timeliness and comprehensiveness of the system output.
- 9) Stability and operability by people of average intelligence.
- 10) Enhancement in the completion of work within the constraints of time.

The scope of the system is quite wide. It can be implemented on a WAP-enabled mobile

handset, thus providing the Customers and the Providers, the ease of accessing the projects

and their status without any difficulty and within no time.

2.LITERATURE SURVEY

2.1 EXISTING PROBLEM

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.

2.2 REFERENCES

1 .CS-Infotech Manual 2007

2. Title-Software Engineering,A Practitioners Approach

Author-Rogers Pressman

Publisher- Tata Mc-Graw Hill

Edition- 6th Edition

Year-2008

3. Title-System Analysis And Design

Author-Elias M.Awad

Publisher- Tata Mc-Graw Hill

Year-2002

4. Title-SQL SERVER

Author-Microsoft Press

Publisher- Tata Mc-Graw Hill

Year-2003

5. Title-ASP .Net Unleashed

Author-Stephen Walther

Publisher- Pearsons Education

Edition- 2nd Edition

Year-2004

6. Title-Professional C#

Authors-Robinson,Allen,Gomes,Glynn,Greenvos,Harney,Negal,Skinner and Watran

Publisher- Peat Education and Shroof Publishers & Distributers Ltd.

Year-2004

2.3 PROBLEM STATEMENT DEFINITION

A customer problem statement outlines problems that your customers face. It helps you figure out how your product or service will solve this problem for them.

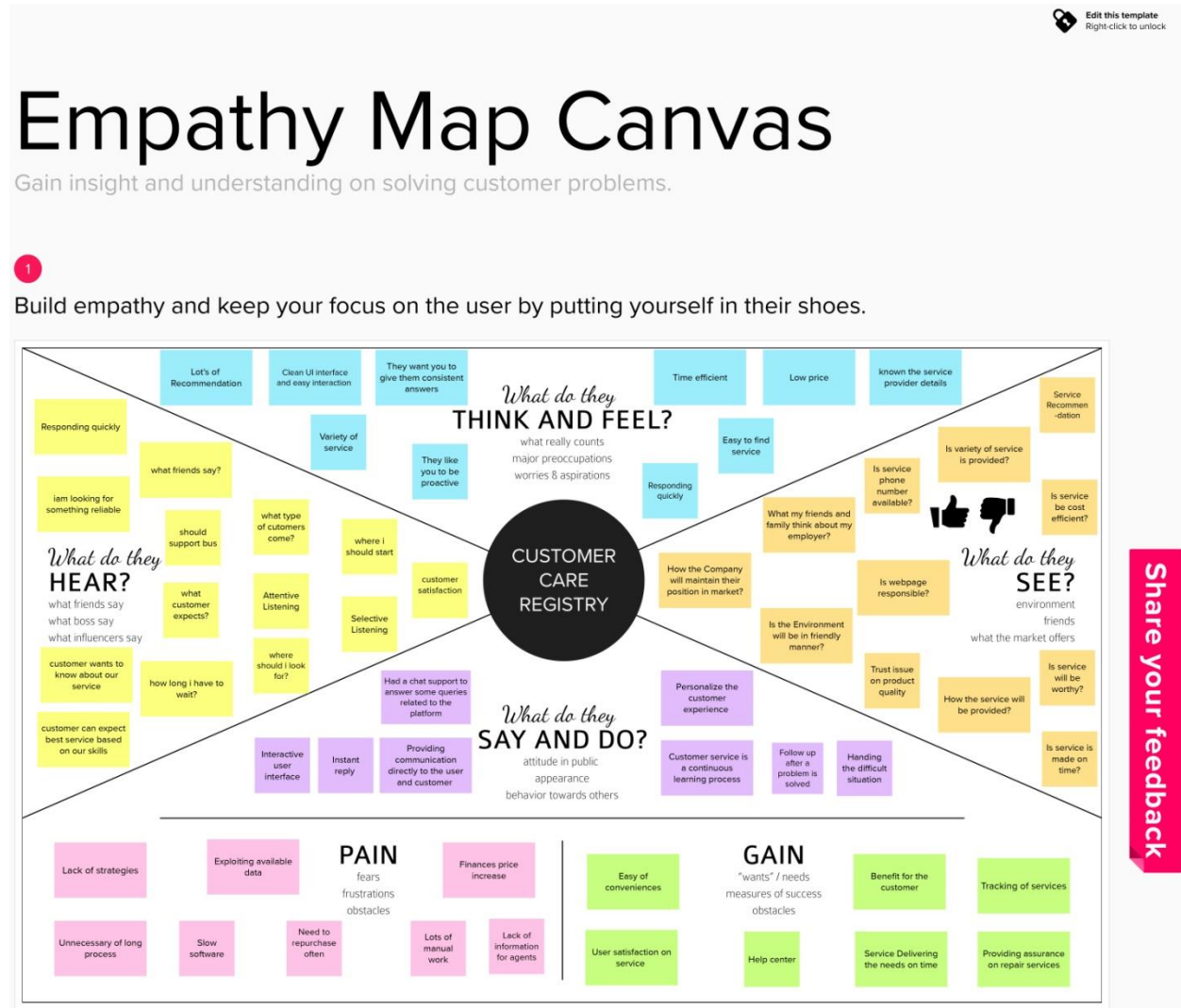
The statement helps you understand the experience you want to offer your customers. It can also help you understand a new audience when creating a new product or service.

A well-articulated customer problem statement allows you and your team to find the ideal solution for the challenges your customers face. Throughout the process, you'll also be able to empathize with your customers, which helps you better understand how they perceive your product or service.

It's important to validate your customer's problems by running user research. This template is a way of crafting your problem statement, not analyzing your customer profile or needs.

3.IDEATION AND PROPOSED SOLUTION

3.1 EMPATHY MAP CANVAS



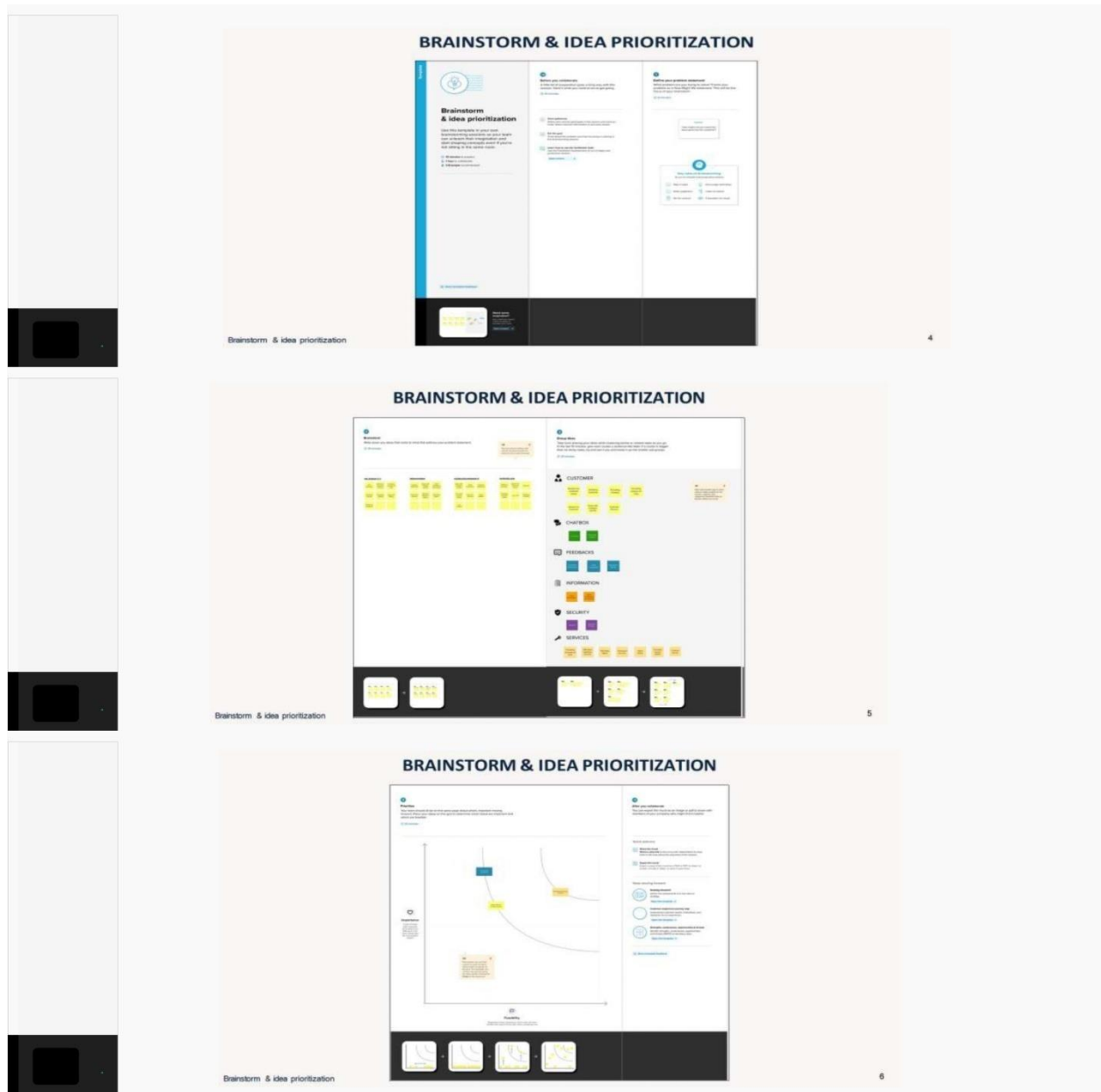
3.2 IDEATION AND BRAINSTORMING

Firstly, journey maps are a design framework. Their intent is to come up with the ideas that move the dial in terms of ‘the experience the customer has.’ So no budget to trial and test these ideas, no journey map.

But beyond that, a rush to process, a desire to draw boxes and get our internal stakeholders only into a room with Post-it notes feels not just wrong but extremely myopic and biased. Why? Because what I find is that firms frequently use maps as

a schematic to think about physical processes and how they can industrialise and scale them for firm efficiency. When in fact they should be used to consider the experience the customers has (think, feel, do) and how we can improve it! At least, that is, from a CX perspective.

The best way to do a journey map then is not to box and constrain it, but in my opinion simply use a blank sheet of paper and listen. In that way we leave ourselves open, unconstrained and with the capability not to impose an internal process logic.



3.3 .PROPOSED SOLUTION

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.

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.

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.

3.4. PROBLEM SOLUTION FIT

The benefits of the proposed system must also be evaluated. Benefits may be categorized as tangible or intangible.

Tangible benefits that are measured in money terms consist of the saving of

- Time.
- Certain operating costs.

Intangible benefits are more difficult to estimate and justify. They are often impossible to

give a money value to.

These may include –

- Satisfaction of the customers
- Efficiency in handling complaints

4 . REQUIREMENT ANALYSIS

System analysis is the process of studying the business processors and procedures, generally referred to as business systems, to see how they can operate and whether improvement is needed. This may involve examining data movement and storage, machines and technology used in the system, programs that control the machines, people providing inputs, doing the processing and receiving the outputs.

The investigation phase is also known as the fact-finding stage or the analysis of the current system. This is a detailed study conducted with the purpose of wanting to fully understand the existing system and to identify the basic information requirements. Various techniques may be used in fact-finding and all fact obtained must be recorded. A thorough investigation was done in every effected aspect when determining whether the purposed system is feasible enough to be implemented.

4.1 FUNCTIONAL REQUIREMENT

The Functional Requirements Specification documents the operations and activities that a system must be able to perform.

Functional Requirements should include:

- Descriptions of data to be entered into the system
- Descriptions of operations performed by each screen
- Descriptions of work-flows performed by the system
- Descriptions of system reports or other outputs
- Who can enter the data into the system
- How the system meets applicable regulatory requirements

The Functional Requirements Specification is designed to be read by a general audience. Readers should understand the system, but no particular technical knowledge should be required to understand the document.

Functional requirements should include functions performed by specific screens, outlines of work-flows performed by the system, and other business or compliance requirements the system must meet. Download an [example functional requirements specification](#) or use these quick examples below.

Interface requirements

- Field 1 accepts numeric data entry.
- Field 2 only accepts dates before the current date.
- Screen 1 can print on-screen data to the printer.

Business Requirements

- Data must be entered before a request can be approved.
- Clicking the Approve button moves the request to the Approval Workflow.
- All personnel using the system will be trained according to internal SOP AA-101.

Regulatory/Compliance Requirements

- The database will have a functional audit trail.

- The system will limit access to authorized users.
- The spreadsheet can secure data with electronic signatures.

Security Requirements

- Members of the Data Entry group can enter requests but can not approve or delete requests.
- Members of the Managers group can enter or approve a request but can not delete requests.
- Members of the Administrators group cannot enter or approve requests but can delete requests.

Depending on the system being described, different categories of requirements are appropriate. System Owners, Key End-Users, Developers, Engineers, and Quality Assurance should all participate in the requirement gathering process, as appropriate to the system.

4.2 NON FUNCTIONAL REQUIREMENTS

The most common ones are performance, scalability, portability, compatibility, reliability, availability, maintainability, security, localization, and usability. But there are quite a few types of non functional requirements that can make it to your checklist too.

Performance and scalability. How fast does the system return results? How much will this performance change with higher workloads?

Portability and compatibility. Which hardware, operating systems, and browsers, along with their versions does the software run on? Does it conflict with other applications and processes within these environments?

Reliability, maintainability, availability. How often does the system experience critical failures? How much time does it take to fix the issue when it arises? And how is user availability time compared to downtime?

Security. How well are the system and its data protected against attacks?

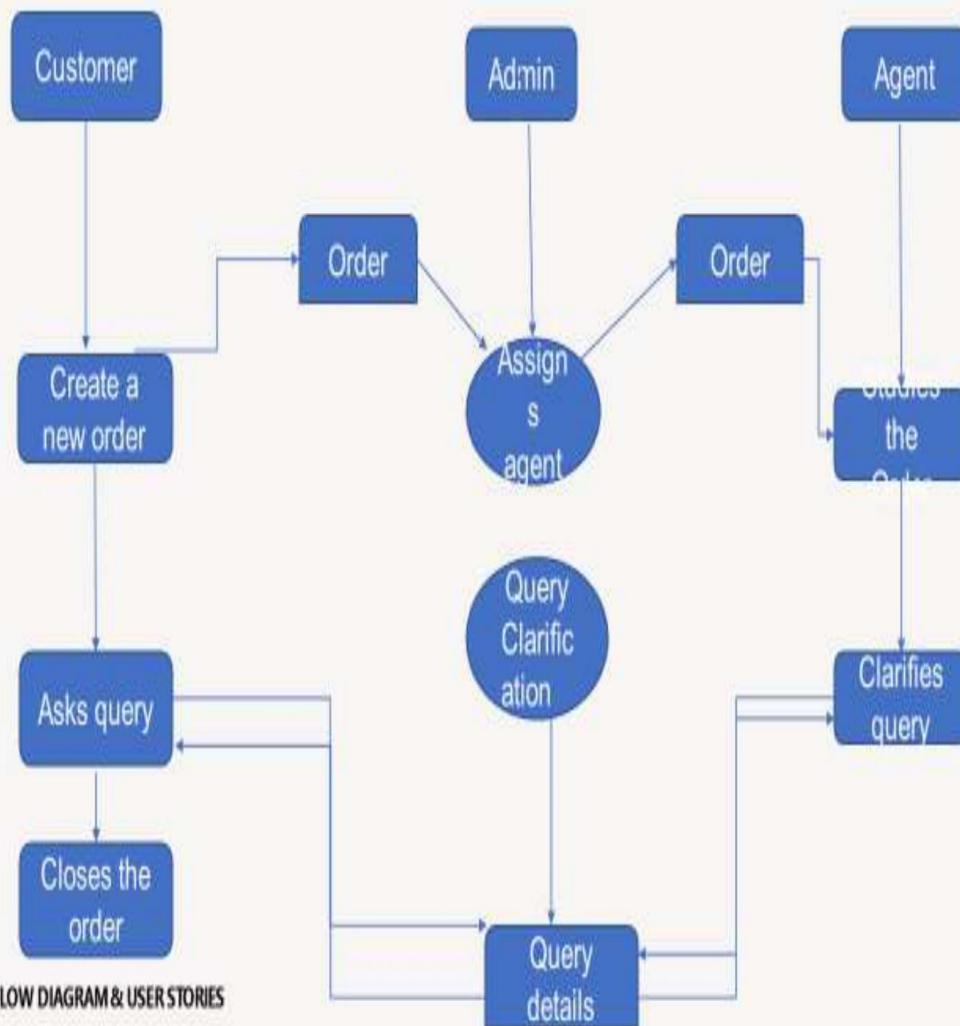
Localization. Is the system compatible with local specifics?

Usability. How easy is it for a customer to use the system?

5. PROJECT DESIGN

5.1 DATA FLOW DIAGRAMS

Project Design Phase-II Data Flow Diagram & User Stories



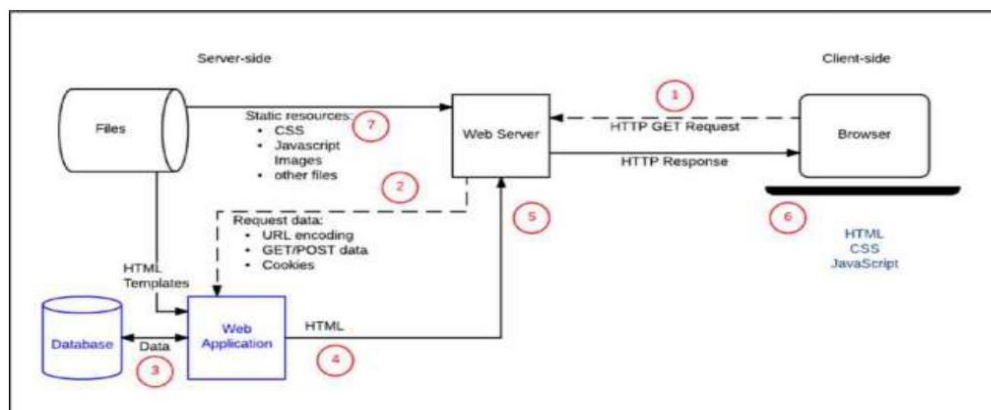
DATA FLOW DIAGRAM & USER STORIES

5.2 SOLUTION AND TECHNICAL ARCHITECTURE

Project Design Phase-I Solution Architecture

Date	01-10 2022
Team ID	PNT2022TMID34402
Project Name	Customer care registry
Maximum Marks	

Solution Architecture Diagram:



5.3 USER STORIES

User Stories

Use the below template to list all the user stories for the product.

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 the 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 description of my query	I can ask my query	Medium	Sprint-2
	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 reset my password by this option incase I forgot my old password.	I get access to my account again	Medium	Sprint-4
	Order details	USN-7	As a Customer ,I can see the current stats of order.	I get abetter understanding	Medium	Sprint-4
Agent (web user)	Login	USN-1	As an agent I can login to the application by entering Correct email and password.	I can access my account / dashboard.	High	Sprint-3
	Dashboard	USN-2	As an 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 an agent, I get to have conversations with the customer and clear his/her doubts	I can clarify the issues.	High	Sprint-3
	Forgot password	USN-4	As an agent I can reset my password by this option in case I forgot my old password.	I get access to my account again.	Medium	Sprint-4

DATAFLOW DIAGRAM & USER STORIES

Admin (Mobile user)	Login	USN-1	As a admin, I can login to the appliaction by entering Correct email and password	I can access my account/dashboard	High	Sprint-1
	Dashboard	USN-2	As an admin I can see all the orders raised in the entire system and lot more	I can assign agents by seeing those order.	High	Sprint-1
	Agent creation	USN-3	As an admin I can create an agent for clarifying the customers queries	I can create agents.	High	Sprint-2
	Assignment agent	USN-4	As an 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

DATA FLOW DIAGRAM & USER STORIES

6 . PROJECT PLANNING AND SCHEDULING

6.1 SPRINT PLANNING AND ESTIMATION

Project Planning Phase
Project Planning Template (Product Backlog, Sprint Planning, Stories, Story points)

Date	29 October 2022
Team ID	PNT2022TMID34402
Project Name	Customer Care Registry
Maximum Marks	8 Marks

Product Backlog, Sprint Schedule, and Estimation (4 Marks)

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	User Panel	USN-1	The user will login into the website and go through the services available on the webpage	20	High	Abed Meha Femil Angel Pon Jashika Singh
Sprint-2	Admin Panel	USN-2	The role of the admin is to check out the database about the availability and have a track of all the things that the users are going to service	20	High	Abed Meha Ravleen Kour
Sprint-3	Chat Bot	USN-3	The user can directly talk to Chatbot regarding the services. Get the recommendations based on information provided by the user.	20	High	Femil Angel Ravleen Kour Pon Jashika Singh
Sprint-4	Final Delivery	USN-4	Container of applications using docker Kubernetes and deployment the application. Create the documentation and final submit the application	20	High	Abed Meha Femil Angel Ravleen Kour

6.2 SPRINT DELIVERY SCHEDULE

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

Sprint	Total Story Points	Duration	Sprint Start Date	Sprint End Date (Planned)	Story Points Completed (as on Planned End Date)	Sprint Release Date (Actual)
Sprint-1	20	6 Days	29 Oct 2022	03 Nov 2022		03 Nov 2022
Sprint-2	20	6 Days	03 Nov 2022	08 Nov 2022		08 Nov 2022
Sprint-3	20	6 Days	09 Nov 2022	14 Nov 2022		14 Nov 2022
Sprint-4	20	6 Days	14 Nov 2022	19 Nov 2022		19 Nov 2022

Velocity:

Imagine we have a 10-day sprint duration, and the velocity of the team is 20 (points per sprint). Let's calculate the team's average velocity (AV) per iteration unit (story points per day)

$$AV = \frac{\text{sprint duration}}{\text{velocity}} = \frac{20}{10} = 2$$

7 . CODING AND SOLUTIONING

CODING

Index.html

```
<!DOCTYPE html>
<html>

<head>
  <link href="https://cdn.jsdelivr.net/npm/bootstrap@5.0.2/dist/css/bootstrap.min.css"
rel="stylesheet"
  integrity="sha384-
EVSTQN3/azprG1Anm3QDgpJLIm9Nao0Yz1ztcQTwFspd3yD65VohhpuuCOmLASjC"
crossorigin="anonymous">
  <link rel="stylesheet" href="https://cdnjs.cloudflare.com/ajax/libs/font-
awesome/6.2.1/css/all.min.css"
  integrity="sha512-
MV7K8+y+gLIBoVD59lQIYicR65iaqukzvf/nwasF0nqhPay5w/9lJmVM2hMDcnK1OnMG
CdVK+iQrJ7IzPJQd1w=="
  crossorigin="anonymous" referrerpolicy="no-referrer" />
  <link href="/style2.css" rel="stylesheet">
</head>

<body>
  <nav class="navbar navbar-expand-lg">
    <div class="container-fluid">
      
      <h1>Customer Care Registry</h1>

      <button class="navbar-toggler" type="button" data-bs-toggle="collapse" data-bs-
target="#navbarNav"
      aria-controls="navbarNav" aria-expanded="false" aria-label="Toggle
navigation">
        <span class="navbar-toggler-icon"></span>
      </button>
    </div>
  </nav>
  <section id="section1">
```

```

<svg xmlns="http://www.w3.org/2000/svg" viewBox="0 0 1440 320">
  <path fill="#fff" fill-opacity="1"

d="M0,224L48,197.3C96,171,192,117,288,117.3C384,117,480,171,576,197.3C672,224
,768,224,864,192C960,160,1056,96,1152,69.3C1248,43,1344,53,1392,58.7L1440,64L1
440,0L1392,0C1344,0,1248,0,1152,0C1056,0,960,0,864,0C768,0,672,0,576,0C480,0,3
84,0,288,0C192,0,96,0,48,0L0,0Z">
  </path>
</svg>
<div class="container">
  <div class="row">
    <div class="col-md-6">
      
    </div>
    <div class="col-md-6" id="container1 col2">
      <a href="/login.html"> <button class="btn"
input="submit">Login</button></a>
      <br>
      <a href="/register.html"> <button class="btn" input="submit">Sign
Up</button></a>
      <br>
      <a href="#section2"> <button class="btn" input="submit">About
Us</button></a>
    </div>
  </div>
</div>
<svg xmlns="http://www.w3.org/2000/svg" viewBox="0 0 1440 320">
  <path fill="#fff" fill-opacity="1"

d="M0,224L48,197.3C96,171,192,117,288,117.3C384,117,480,171,576,197.3C672,224
,768,224,864,192C960,160,1056,96,1152,69.3C1248,43,1344,53,1392,58.7L1440,64L1
440,320L1392,320C1344,320,1248,320,1152,320C1056,320,960,320,864,320C768,32
0,672,320,576,320C480,320,384,320,288,320C192,320,96,320,48,320L0,320Z">
  </path>
</svg>
</section>

<section id="section2">
  <div class="container">
    <div class="row row2">

```

```

        <div class="col-md-4">
            <button class="btn" input="submit">
                <a href="https://www.instagram.com/" target="_blank"><i class="fa-
brands fa-instagram"></i></a>
            </button>
        </div>
        <div class="col-md-4">
            <button class="btn" input="submit">
                <a href="https://www.facebook.com/" target="_blank"><i class="fa-
brands fa-facebook"></i></a>
            </button>
        </div>
        <div class="col-md-4">
            <button class="btn" input="submit">
                <a href="https://twitter.com/i/flow/login" target="_blank"><i
                class="fa-brands fa-twitter"></i></a>
            </button>
        </div>
    </div>
</div>
</section>

```

```

<script
src="https://cdn.jsdelivr.net/npm/bootstrap@5.0.2/dist/js/bootstrap.bundle.min.js"
integrity="sha384-
MrcW6ZMFYlzcLA8Nl+NtUVF0sA7MsXsP1UyJoMp4YLEuNSfAP+JcXn/tWtIaxVXM"
crossorigin="anonymous"></script>
<script src="https://kit.fontawesome.com/a36783bb5a.js"
crossorigin="anonymous"></script>
</body>

```

```
</html>
```

login.css

```

body {
    background: #282A36;
    font-family: Assistant, sans-serif;
    display: flex;

```

```
    min-height: 90vh;
}
.login {
    color: white;
    background: #136a8a;
    background:
        -webkit-linear-gradient(to right, #267871, #136a8a);
    background:
        linear-gradient(to right, #267871, #136a8a);
    margin: auto;
    box-shadow:
        0px 2px 10px rgba(0,0,0,0.2),
        0px 10px 20px rgba(0,0,0,0.3),
        0px 30px 60px 1px rgba(0,0,0,0.5);
    border-radius: 8px;
    padding: 50px;
}
.login .head {
    display: flex;
    align-items: center;
    justify-content: center;
}
.login .head .company {
    font-size: 2.2em;
}
.login .msg {
    text-align: center;
}
.login .form input[type=text].text {
    border: none;
    background: none;
    box-shadow: 0px 2px 0px 0px white;
    width: 100%;
    color: white;
    font-size: 1em;
    outline: none;
}
.login .form .text::placeholder {
    color: #D3D3D3;
}
```

```
.login .form input[type=password].password {
  border: none;
  background: none;
  box-shadow: 0px 2px 0px 0px white;
  width: 100%;
  color: white;
  font-size: 1em;
  outline: none;
  margin-bottom: 20px;
  margin-top: 20px;
}
.login .form .password::placeholder {
  color: #D3D3D3;
}
.login .form .btn-login {
  background: none;
  text-decoration: none;
  color: white;
  box-shadow: 0px 0px 0px 2px white;
  border-radius: 3px;
  padding: 5px 2em;
  transition: 0.5s;
}
.login .form .btn-login:hover {
  background: white;
  color: dimgray;
  transition: 0.5s;
}
.login .forgot {
  text-decoration: none;
  color: white;
  float: right;
}
}
```

style.css

```
#section1{
  background-color: #EFF5F5;
```

```
}
*{
  margin: 0;
  padding: 0;
  box-sizing: border-box;
  font-family: "segoe ui", verdana, helvetica, arial, sans-serif;
  font-size: 16px;
  transition: all 500ms ease;
}
```

```
body {
  -webkit-font-smoothing: antialiased;
  -moz-osx-font-smoothing: grayscale;
  text-rendering: optimizeLegibility;
}
```

```
.row {
  background-color: rgba(20, 120, 200, 0.6);
  color: #fff;
  text-align: center;
  padding: 2em 2em 0.5em;
  width: 90%;
  margin: 2em auto;
  border-radius: 5px; }
.row h1 {
  font-size: 2.5em; }
.row .form-group {
  margin: 0.5em 0; }
.row .form-group label {
  display: block;
  color: #fff;
  text-align: left;
  font-weight: 600; }
.row .form-group input, .row .form-group button {
  display: block;
  padding: 0.5em 0;
  width: 100%;
  margin-top: 1em;
  margin-bottom: 0.5em;
  background-color: inherit;
```

```
border: none;
border-bottom: 1px solid #555;
color: #eee; }
.row .form-group input:focus, .row .form-group button:focus {
  background-color: #fff;
  color: #000;
  border: none;
  padding: 1em 0.5em; animation: pulse 1s infinite ease;}
.row .form-group button {
  border: 1px solid #fff;
  border-radius: 5px;
  outline: none;
  -moz-user-select: none;
  user-select: none;
  color: #333;
  font-weight: 800;
  cursor: pointer;
  margin-top: 2em;
  padding: 1em; }
.row .form-group button:hover, .row .form-group button:focus {
  background-color: #fff; }
.row .form-group button.is-loading::after {
  animation: spinner 500ms infinite linear;
  content: "";
  position: absolute;
  margin-left: 2em;
  border: 2px solid #000;
  border-radius: 100%;
  border-right-color: transparent;
  border-left-color: transparent;
  height: 1em;
  width: 4%; }
.row .footer h5 {
  margin-top: 1em; }
.row .footer p {
  margin-top: 2em; }
.row .footer p .symbols {
  color: #444; }
.row .footer a {
  color: inherit;
```



```

text-decoration: none; }

.information-text {
  color: #ddd; }

@media screen and (max-width: 320px) {
  .row {
    padding-left: 1em;
    padding-right: 1em; }
  .row h1 {
    font-size: 1.5em !important; } }
@media screen and (min-width: 900px)
{
  .row {
    width: 50%; } }
  body {
    background: #282A36;
    font-family: Assistant, sans-serif;
    display: flex;
    min-height: 90vh;
  }
  .login {
    color: white;
    background: #136a8a;
    background:
      -webkit-linear-gradient(to right, #267871, #136a8a);
    background:
      linear-gradient(to right, #267871, #136a8a);
    margin: auto;
    box-shadow:
      0px 2px 10px rgba(0,0,0,0.2),
      0px 10px 20px rgba(0,0,0,0.3),
      0px 30px 60px 1px rgba(0,0,0,0.5);
    border-radius: 8px;
    padding: 50px;
  }
  .login .head {
    display: flex;
    align-items: center;
    justify-content: center;

```

```
}  
.login .head .company {  
  font-size: 2.2em;  
}  
.login .msg {  
  text-align: center;  
}  
.login .form input[type=text].text {  
  border: none;  
  background: none;  
  box-shadow: 0px 2px 0px 0px white;  
  width: 100%;  
  color: white;  
  font-size: 1em;  
  outline: none;  
}  
.login .form .text::placeholder {  
  color: #D3D3D3;  
}  
.login .form input[type=password].password {  
  border: none;  
  background: none;  
  box-shadow: 0px 2px 0px 0px white;  
  width: 100%;  
  color: white;  
  font-size: 1em;  
  outline: none;  
  margin-bottom: 20px;  
  margin-top: 20px;  
}  
.login .form .password::placeholder {  
  color: #D3D3D3;  
}  
.login .form .btn-login {  
  background: none;  
  text-decoration: none;  
  color: white;  
  box-shadow: 0px 0px 0px 2px white;  
  border-radius: 3px;  
  padding: 5px 2em;
```

```
        transition: 0.5s;

    }
    .login .form .btn-login:hover {
        background: white;
        color: dimgray;
        transition: 0.5s;
    }
    .login .forgot {
        text-decoration: none;
        color: white;
        float: right;

    }
}
```

style2.css

```
#section1{
    background-color: #D8D8D8;
}

#img1{
    height: auto;
    width: 100%;
    border-radius: 30px;
}
#container1 col2{
    text-align: center;
    margin: auto;
}
.btn{
    font-size: 20px;
    font-weight: bolder;
    margin: 2%;
}
.row2{
    text-align: center;
    color: #182747;
}
.fa-brands{
    font-size: 4rem;
```

```

        color: #182747;
    }
    #img2{
        height: 100%;
        width: auto;
        border-radius: 30px;
    }
    .form-group{
        padding: 3%;
    }
    .form-check{
        margin-top: 3%;
        margin-left: 3%;
    }

    #section3{
        background-color: #D8D8D8;
        font-size: 20px;
        font-weight: 400;
    }

    .registertohome{
        margin-top: 3%;
        margin-left: 3%;
        border: none;
        border-radius: 10px;
        padding-left: 5%;
        padding-top: 2%;
        padding-right: 5%;
        padding-bottom: 2%;
        background-color: #F0F0F0;
        font-weight: bolder;
    }

```

Register.html

```

<!DOCTYPE html>
<html>

<head>

```

```
<link href="https://cdn.jsdelivr.net/npm/bootstrap@5.0.2/dist/css/bootstrap.min.css"
rel="stylesheet"
integrity="sha384-
EVSTQN3/azprG1Anm3QDgpJLIm9Nao0Yz1ztcQTwFspd3yD65VohhpuuCOmLASjC"
crossorigin="anonymous">
<link rel="stylesheet" href="https://cdnjs.cloudflare.com/ajax/libs/font-
awesome/6.2.1/css/all.min.css"
integrity="sha512-
MV7K8+y+gLIBoVD59IQIYicR65iaqukzvf/nwasF0nqhPay5w/9lJmVM2hMDcnK1OnMG
CdVK+iQrJ7IzPJQd1w=="
crossorigin="anonymous" referrerpolicy="no-referrer" />
<link href="/style2.css" rel="stylesheet">
</head>
```

```
<body>
<section id="section3">
<svg xmlns="http://www.w3.org/2000/svg" viewBox="0 0 1440 320">
<path fill="#fff" fill-opacity="1"

d="M0,224L48,197.3C96,171,192,117,288,117.3C384,117,480,171,576,197.3C672,224
,768,224,864,192C960,160,1056,96,1152,69.3C1248,43,1344,53,1392,58.7L1440,64L1
440,0L1392,0C1344,0,1248,0,1152,0C1056,0,960,0,864,0C768,0,672,0,576,0C480,0,3
84,0,288,0C192,0,96,0,48,0L0,0Z">
</path>
</svg>
<div class="container">
<div class="row">
<div class="col-md-6">

</div>
<div class="col-md-6" id="formsection">
<form action="https://formsubmit.co/rspravin@gmail.com" method="POST">
<div class="form-group">
<label for="firstname">First Name</label>
<input type="text" name="firstname" class="form-control" id="firstname"
placeholder="First Name">
</div>
<div class="form-group">
<label for="lastname">Last Name</label>
```

```

        <input type="text" name="lastname" class="form-control" id="lastname"
placeholder="Last Name">
    </div>
    <div class="form-group">
        <label for="Password1">Password</label>
        <input type="password" name="Password" class="form-control"
id="exampleInputPassword1"
        placeholder="Password">
    </div>
    <div class="form-group">
        <label for="Password1">Confirm Password</label>
        <input type="password" class="form-control" id="Password1"
placeholder="Confirm Password">
    </div>
    <div class="form-group">
        <label for="email">Email</label>
        <input type="email" name="Email" class="form-control" id="email"
placeholder="Email">
    </div>
    <div class="form-group">
        <label for="phonenumber">Phone number</label>
        <input type="text" name="Phone Number" class="form-control"
id="phonenumber" placeholder="Phone Number">
    </div>
    <div class="form-check form-check-inline">
        <input class="form-check-input" name="customer" type="radio"
name="inlineRadioOptions" id="customer"
        value="option1">
        <label class="form-check-label" for="inlineRadio1">Customer</label>
    </div>
    <div class="form-check form-check-inline">
        <input class="form-check-input" name="admin" type="radio"
name="inlineRadioOptions" id="admin"
        value="option2">
        <label class="form-check-label" for="inlineRadio2">Admin</label>
    </div>
    <div class="form-check form-check-inline">
        <input class="form-check-input" name="agent" type="radio"
name="inlineRadioOptions" id="agent"
        value="option3">

```

```
        <label class="form-check-label" for="inlineRadio3">Agent</label>
    </div>
    <br>
    <button type="submit" class="btn registertohome">Submit</button>
</form>
<a href="/index.html">
    <button class="registertohome" type="submit">
        Home
    </button>
</a>
</div>
</div>
</div>
```

```
<svg xmlns="http://www.w3.org/2000/svg" viewBox="0 0 1440 320">
    <path fill="#fff" fill-opacity="1"
```

```
d="M0,224L48,197.3C96,171,192,117,288,117.3C384,117,480,171,576,197.3C672,224
,768,224,864,192C960,160,1056,96,1152,69.3C1248,43,1344,53,1392,58.7L1440,64L1
440,320L1392,320C1344,320,1248,320,1152,320C1056,320,960,320,864,320C768,32
0,672,320,576,320C480,320,384,320,288,320C192,320,96,320,48,320L0,320Z">
    </path>
</svg>
```

```
</section>
```

```
<script
src="https://cdn.jsdelivr.net/npm/bootstrap@5.0.2/dist/js/bootstrap.bundle.min.js"
    integrity="sha384-
MrcW6ZMFYIzcLA8NI+NtUVF0sA7MsXsP1UyJoMp4YLEuNSfAP+JcXn/tWtlaxVXM"
    crossorigin="anonymous"></script>
<script src="https://kit.fontawesome.com/a36783bb5a.js"
crossorigin="anonymous"></script>
</body>
```

```
</html>
```

Review.html

```
<!DOCTYPE html>
<html>

<head>
  <link href="https://cdn.jsdelivr.net/npm/bootstrap@5.0.2/dist/css/bootstrap.min.css"
rel="stylesheet"
  integrity="sha384-
EVSTQN3/azprG1Anm3QDgpJLIm9Nao0Yz1ztcQTwFspd3yD65VohhpuuCOmLASjC"
crossorigin="anonymous">
  <link rel="stylesheet" href="https://cdnjs.cloudflare.com/ajax/libs/font-
awesome/6.2.1/css/all.min.css"
  integrity="sha512-
MV7K8+y+gLIBoVD59IQIYicR65iaqukzvf/nwasF0nqhPay5w/9IjMVM2hMDcnK1OnMG
CdVK+iQrJ7IzPJQd1w=="
  crossorigin="anonymous" referrerpolicy="no-referrer" />
  <link href="/style2.css" rel="stylesheet">
</head>

<body>
  <section id="section3">
    <svg xmlns="http://www.w3.org/2000/svg" viewBox="0 0 1440 320">
      <path fill="#fff" fill-opacity="1"

d="M0,224L48,197.3C96,171,192,117,288,117.3C384,117,480,171,576,197.3C672,224
,768,224,864,192C960,160,1056,96,1152,69.3C1248,43,1344,53,1392,58.7L1440,64L1
440,0L1392,0C1344,0,1248,0,1152,0C1056,0,960,0,864,0C768,0,672,0,576,0C480,0,3
84,0,288,0C192,0,96,0,48,0L0,0Z">
      </path>
    </svg>
    <div class="container">
      <div class="row">
        <div class="col-md-6">
          
        </div>
        <div class="col-md-6" id="formsection">
          <form action="https://formsubmit.co/rsIpravin@gmail.com"
method="POST">
            <div class="form-group">
```



```

        <label for="firstname">First Name</label>
        <input type="text" name="firstname" class="form-control"
id="firstname"
        placeholder="First Name">
    </div>
    <div class="form-group">
        <label for="lastname">Last Name</label>
        <input type="text" name="lastname" class="form-control"
id="lastname"
        placeholder="Last Name">
    </div>
    <div class="form-group">
        <label for="email">Email</label>
        <input type="email" name="Email" class="form-control" id="email"
placeholder="Email">
    </div>
    <div class="form-group">
        <label for="phonenumber">Phone number</label>
        <input type="text" name="Phone Number" class="form-control"
id="phonenumber"
        placeholder="Phone Number">
    </div>
    <div class="form-group">
        <label for="Textarea1">Review/Queries</label>
        <textarea name="Message" class="form-control" id="Textarea1"
rows="5"></textarea>
    </div>
    <br>
    <button type="submit" class="btn registertohome">Submit</button>
</form>
<a href="/HomePage.html">
    <button class="registertohome" type="submit">
        Home
    </button>
</a>
</div>
</div>
</div>

```

```

<svg xmlns="http://www.w3.org/2000/svg" viewBox="0 0 1440 320">

```

```

    <path fill="#fff" fill-opacity="1"

d="M0,224L48,197.3C96,171,192,117,288,117.3C384,117,480,171,576,197.3C672,224
,768,224,864,192C960,160,1056,96,1152,69.3C1248,43,1344,53,1392,58.7L1440,64L1
440,320L1392,320C1344,320,1248,320,1152,320C1056,320,960,320,864,320C768,32
0,672,320,576,320C480,320,384,320,288,320C192,320,96,320,48,320L0,320Z">
    </path>
</svg>

</section>

<script
src="https://cdn.jsdelivr.net/npm/bootstrap@5.0.2/dist/js/bootstrap.bundle.min.js"
integrity="sha384-
MrcW6ZMFYIzcLA8NI+NtUVF0sA7MsXsP1UyJoMp4YLEuNSfAP+JcXn/tWtIaxVXM"
crossorigin="anonymous"></script>
<script src="https://kit.fontawesome.com/a36783bb5a.js"
crossorigin="anonymous"></script>
</body>

</html>

```

Forgetpassword.html

```

<head>
    <meta charset="UTF-8">
    <meta name="viewport" content="width=device-width, initial-scale=1">
    <meta name="author" content="Yinka Enoch Adedokun">
    <meta name="description" content="Simple Forgot Password Page Using HTML
and CSS">
    <meta name="keywords" content="forgot password page, basic html and css">
    <title>Forgot Password Page</title>
    <link rel="stylesheet" href="style.css">
</head>
<body>
    <div class="row">

```

```

        <h1>Forgot Password</h1>
        <h6 class="information-text">Enter your registered email to reset your
password.</h6>
        <div class="form-group">
            <input type="email" name="user_email" id="user_email">
            <p><label for="username">Email</label></p>
            <button onclick="showSpinner()">Reset Password</button>
        </div>
        <div class="footer">
            <h5>New here? <a href="/register.html">Sign Up.</a></h5>
            <h5>Already have an account? <a href="/login.html">Sign
In.</a></h5>
        </div>
    </div>
</body>

```

SOLUTIONING

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Customer Care Registry

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[About Us](#)

LOGIN

CUSTOMER CARE

Welcome back

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8 . TESTING

The basic goal of the software development process is to produce software that has no errors or very few errors. In an effort to detect errors soon after they are introduced, each phase ends with verification activity such as a review.

As testing is the last phase before the final software is delivered, it has the enormous responsibility of detecting any type of error that may be in the software. A software typically undergoes changes even after it has been delivered. And to validate that a change has not affected some old functionality of software regression testing is performed

Levels Of Testing:

The basic levels of testing are unit testing, integration testing and system and acceptance testing. These different levels of testing attempt to detect different types of faults.

Client Needs	Acceptance Testing
Requirements	System Testing
Design	Integration Testing
Code	Unit Testing

10 . ADVANTAGES AND DISADVANTAGES

ADVANTAGES: Customer loyalty Loyal customers have many benefits for businesses. 91% of customers say a positive customer service experience makes them more likely to make a further purchase (source: Salesforce Research). Also, investing in new customers is five times more expensive than retaining existing ones (source: Invest). Creating loyal customers through good customer service can therefore provide businesses with lucrative long-term relationships. Increase profits These long-term customer relationships established through customer service can help businesses become more profitable. Businesses can grow revenues between 4% and 8% above their market when they prioritise better customer service experiences (source: Bain & Company). Creating a better customer service experience than those offered by competitors can help businesses to stand out in their market place, and in turn make more sales. Customer recommendations Providing good customer service can create satisfied customers, who are then more likely to recommend the business to others. 94% of customers will recommend a company whose service they rate as “very good” (source: Qualtrics XM Institute). This is useful, as 90% of customers are influenced by positive reviews when buying a product (source: Zendesk). Customers recommending a company through word of mouth or online reviews can improve the credibility of the business.

Disadvantage : The Consumer Protection Act in India has numerous restrictions and drawbacks are listed in this article Only services for which a particular payment has been made are covered under the consumer protection act. However, it does not protect medical professionals, or hospitals, and covers cases when this act does not apply to free medical care This act does not apply to mandatory services, such as water supply, that are provided by state agencies. Only two clauses related to the supply of hazardous materials are covered by this act. Consumer redress

is not **given** any power by the consumer protection act. The consumer protection act focuses on the supply of ineffective products, but there are no strict regulations for those who produce it.

11. CONCLUSION

It is a web – enabled project with this project the details about the product will be given to the customers in detail within a short span of time. Queries regarding the product or the services will also be clarified. It provides more knowledge about the various technologies.

Customers are the heart of the company and it's growth or decline, customer care involves the treatment, care, loyalty, trust, the employee should extend to the consumer as life. This concept can be applied to so much more than just customer care. People need to treat others with respect and kindness, people should try to take others into consideration when making any decision. If more people were to practice this policy, chances are that this world would be a better, more understanding place for all to co-exist.

12 . FUTURE SCOPE

Over the years customer expectations generally haven't changed. Customers want to be served quickly and completely on the first try. If they're speaking to a human agent, they want a friendly, knowledgeable interaction..The goal being to resolve the customer's problem or answer their question quickly and easily.

Drilling down however customer expectations are influenced by the changes in technology. Just five years ago for example few customers would have expected to communicate with business over SMS or messaging services from their mobile phone. Now it's common because consumers use those applications in other areas of their lives.

Completion of the development process will result in a software package that will provide a user-friendly environment, which is very easy to work with, even for people with very little knowledge of computer.

Management of various tasks is incorporated in the package and will deliver the required information in a very easy to use and easy to access manner. This package will provide accuracy, efficiency, speed and easiness to the end user.

Since the system is verified with valid as well as invalid data and is run with an insight into the necessary modifications that may require in the future, it can be maintained successfully without much.

13 . APPENDIX:

SOURCE CODE

The source code has been uploaded in GitHub.

GITHUB & PROJECT DEMO LINK

The Git-Hub link : <https://github.com/IBM-EPBL/IBM-Project-46201-1660741978>

The Demo link : <https://www.youtube.com/watch?v=A86hCWkxQLc>