

CUSTOMER CARE REGISTRY

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IBM NALAIYA THIRAN

Submitted by

SNEHA S (713119205010)

POOJA G (713119205005)

RUTHRAN A (713119205006)

CIBIRAM (713119205001)

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COIMBATORE-641 109



ANNA UNIVERSITY: CHENNAI 600 025

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1.INTRODUCTION

1.1 PROJECT OVERVIEW

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

Customer service is reactive. Here, the focus is on helping customers solve problems or answer questions before purchase, either in a self-serve fashion or via the customer support team.

If a company neglects customer care, it can negatively impact the customer service experience.

2. LITERATURE SURVEY

2.1 EXISTING PROBLEM

- 1) When the Response Times Are Long.
- 2) When the Customer Gets Transferred from One Department to Another.
- 3) When There Is Lack of Customer Centricity.
- 4) When Customer Service Is Not Aligned to Customer Journey.

2.2 REFERENCE

TITLE:

1. Relieving the Overloaded Help Desk :A Knowledge Management Approach

AUTHORS:

Nelson K. Y. Leung

Wollongong,

ABSTRACT:

The establishment of an organizational help desk (HD) is to provide technical support to users when they encounter technical problems related to hardware, software and network connections. Due to the lack of resources, users often have to wait for a considerably long time before their enquiries and problems are answered and solved. This paper discusses the background of HD and its existing challenges. The application of Knowledge Management (KM) techniques and Knowledge Management System (KMS) enables HD to manage its knowledge effectively. In addition, the combination is capable of relieving the overloaded HD by shifting some of the troubleshooting responsibilities to users

REFERENCE LINK:

<https://scholarworks.lib.csusb.edu/cgi/viewcontent.cgi?article=1315&context=ciima>

TITLE:

2. The development of a user self-help knowledge management system for Help Desk: deployment of knowledge management approach and software agent technology .

AUTHORS:

Kar Yin Leung

Sim K. Lau

ABSTRACT:

Most help desks have admitted their call volume has increased in the past decade while “help unavailable when needed” is the major reason for service delivery failure and user dissatisfaction. The habit of calling help desk for simple problems has prompted the investigation of transferring part of first-level troubleshooting duty from help desk to user. This research proposes the development of user self-help knowledge management system that allows user to solve simple and routine technical enquiries. The proposed approach incorporates software agent to allow autonomous handling of enquiries so that the most appropriate solution and user communication can be facilitated.

REFERENCE LINK:

<https://ro.uow.edu.au/cgi/viewcontent.cgi?referer=&httpsredir=1&article=2104&context=comparers>

TITILE:

3. Where IT outsourcing is and where IT is going: A study across functions and department sizes

AUTHORS :

K.E. Fish's , John Seydel

ABSTRACT:

Although there are forecasts of overall information technology (IT) outsourcing growth, there is no published research on which particular functions are being outsourced now or in the near future. Additionally, there is no literature on how outsourcing growth and how it may be related to department and/or firm size. The authors survey 181 upper level IT professionals across the United States to assess what they are outsourcing now and what they will likely outsource over the next three years. The results show that the areas of applications development, applications maintenance, personal computer (PC) maintenance, and systems maintenance will experience tremendous growth, while data centre operations, systems development and telecommunications/LAN will experience very healthy growth. PC acquisition and project management will experience a lesser expansion. This growth will be led by what are now large IT departments. These results have implications for IT professionals and firms across the US and around the world.

REFERENCE LINK :

https://www.researchgate.net/publication/292485418_Where_IT_outsourcing_is_and_where_IT_is_going_A_study_across_functions_and_department_sizes

TITLE:

4. Information Technology Help Desk Survey: To Identify the Classification of Simple and Routine Enquiries

AUTHORS:

Nelson K.Y Leung Sim Kim Lau

ABSTRACT:

Information technology has changed the way organizations function. This has resulted in reliance of help desks to support users in dealing with a wide range of information technology-related problems such as hardware, software and telecommunication. The help desk generally has to cover a wide range of information technology products and services. However, due to resource constraint, in particular the lack of help desk staff, users often have to wait for a long time before their enquiries and problems are answered and solved. Literature has shown that the majority of incoming enquiries are considered to be “simple and routine”, and do not require specialized knowledge. The aim of this paper is to present the results of a survey that identifies the classification of simple and routine technical enquiries in a help desk environment. This paper also discusses

the development of help desks, ranging from support models to support structure.

REFERENCE LINK :

<https://www.tandfonline.com/doi/abs/10.1080/08874417.2007.11645982?journalCode=ucis20>

TITLE:

5. The Development of a User Self-Help Knowledge Management System for Help Desk: Deployment of Knowledge Management Approach and Software Agent Technology

AUTHORS

Sim Lau

ABSTRACT

Most help desks have admitted their call volume has increased in the past decade while “help unavailable when needed” is the major reason for service delivery failure and user dissatisfaction. The habit of calling help desk for simple problems has prompted the investigation of transferring part of first-level troubleshooting duty from help desk to user. This research proposes the development of user self-help knowledge management system that allows user to solve simple and routine technical enquiries. The proposed approach incorporates software agent to allow autonomous handling of enquiries so that the most appropriate solution and user communication can be facilitated.

REFERENCE LINK <https://core.ac.uk/download/pdf/301353143.pdf>

2.3 PROBLEM STATEMENT DEFINITION



3. IDEATION & PROPOSED SOLUTION

3.1 EMPATHY MAP CANVAS

THINK AND FEEL:

- They want you to give them consistent answer.
- Clear UI interface and easy interaction.
- They like you to be proactive.

HEAR:

- Customer wants to know about our service.
- Customer can expect best service based on our skills.

SEE:

- How the company will maintain their position in market.
- Is the environment will be in friendly manner?
- What my friends and family think about my employer.

SAY AND DO:

- Had a chat support to answer some queries referred to the perform.
- Providing communication directly to the user and customer.

1

Build empathy and keep your focus on the user by putting yourself in their shoes.



PAIN:

- Exploring available data.
- Lack of strategies.
- Lots of manual work.

GAIN:

- Easy of conversation.
- Benefit for the customer.
- Help center.

3.2 IDEATION & BRAINSTORMING

IDEA 1:

- Integrate SCRM with customer care
- Perform analysis on customer data
- Integrate the entire customer problems and information
- Promote transparency and participation
- Don't rush the implementation process
- Follow up with customer as early as you can

IDEA 2:

- If a customer contacts you get back to them within 24 hours
- Update your customers data after every follow up
- Always send a thank you note to customers after the care
- Using right customer services skills
- Select customer communication channels
- Learn from your customers feedback

IDEA 3:

- Create on boarding process for your agents
- Define your customers care registry
- Ensure a great customer experience with help desk outsourcing
- Adopting to customer needs
- Focus on customer satisfaction
- Engage with customers service on social media

IDEA 4:

- Help customer maintaince
- Live chat
- Connected data for a unified view
- Create personalized experience
- Expand digital channels
- Provide self service options

► Interact with confidence

5 minutes

PROBLEM

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.

Key rules of brainstorming

To run an smooth and productive session

- Stay in topic.
- Defer judgment.
- Go for volume.
- Encourage wild ideas.
- Listen to others.
- 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) (soon to start drawing!)

Person 2

- Integrate SCRM with customer case
- Perform analysis on customers data
- Integrate the customer case with the system
- Provide transparency and participation
- Follow up with customers as early as you can
- Integrate the customer case with the system
- Provide transparency and participation
- Follow up with customers as early as you can

Person 3

- Create an inventory of products for your agents
- Define your customer case registry
- Provide a great customer case registry
- Adapting to customer needs
- Support your customer case registry with software
- Engage with customer case registry on social media
- Focus on customer satisfaction

Person 4

- Highlight customer case registry
- Low cost
- Connected case registry
- Low cost
- Connected case registry
- Low cost
- Connected case registry
- Low cost
- Connected case registry

20 minutes

TIP

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

Search out to your loyal customers

Appointment scheduling

Active listening

Listening to customer viewpoints

Interact with customers

GROUP IDEAS:

► Search out to your loyal customers

- Active listening
- Interact with customer
- Listening to customer viewpoints
- Appointment scheduling



3.3 PROPOSED SOLUTION

S.No.	Parameter	Description
1.	Problem Statement (Problem to be solved)	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.

		<p>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</p>
	<p>Idea / Solution description</p>	<p>What we currently know about each of</p> <ul style="list-style-type: none"> • our customers. How helpful is this information? What • else would be helpful for us to know so we can better match their needs to our products and services? Who else has insights about our • customers that could help us? For example, there may be long serving team members who have highly established customer relationships that can shed more insights. Where do we store this information? • Also consider how safe and compliant this storage of information is. What tools do we have access to that • can help us capture important customer

		information? For example, there are simple spreadsheets to full CRM systems that can help you capture and keep up to date this information
3.	Novelty / Uniqueness	When we talk about the customer experience, the customer journey or putting the customer at the centre of all efforts, we usually think of terms like omnichannel, digitisation of processes or personalisation; this often sounds more like a business idea than a real commitment to service. That in and of itself is the first big mistake. Profitability, the pursuit of profit and success are the goals of a company. But none of these are conceivable, let alone long-term achievable, unless the customer is at the centre of the process through a dedicated solution
4.	Social Impact / Customer Satisfaction	a measurement that determines how happy customers are with a company's products, services, and capabilities. Customer satisfaction information, including surveys and ratings, can help a company determine how to best

		improve or changes its products and services
5.	Business Model (Revenue Model)	Customer Care Registry Application Website
6.	Scalability of the Solution	Great customer service can result in positive reviews and word-of-mouth recommendations for your business that can lead to new business. A positive public persona can strengthen the way people see your company, products or services.

3.4 PROBLEM SOLUTION FIT

Define CS, fit into CC	1. CUSTOMER SEGMENT(S) CS Who is your customer? i.e. working parents of 0-5 y.o. kids	6. CUSTOMER CONSTRAINTS 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.	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	Explore AS, differentiate
	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.	1) This application will be supported by almost all the devices. 2) This solution also provides insights in a graphical way.	1) By reading the guidelines properly. 2) Address to issue within the company. 3) 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.	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.	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) The application allow the customers to find the solutions for the queries. 2) They will be also given option for the general questions. 3) They also get the free solution where we provide our agents.	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 questions. 4) Not reading the guidelines properly.	1) Make sure he/she reads the guidelines properly. 2) Make sure they find a proper solution lot their queries.

Identify strong & EM	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.	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.	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.	Identify strong & EM
	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 know to solve their solutions	1) To design a personal help desk using flask. 2) To provide insights on their queries in a graphical way.		
	1) Customers can get the from the help desk.			

4. REQUIREMENT ANALYSIS

4.1 FUNCTIONAL REQUIREMENT

Following are the functional requirements of the proposed solution

FR NO	Functional Requirements(Epic)	Sub Requirements(Story/SubTask)
1.	User Registration	Registration through from Registration through Gmail Registration through Google
2.	User confirmation	Confirmation via Email Conformation via OTP
3.	User login	Login via Google Login with Email ID and Password
4.	Admin login	Login via Google Login with Email ID and Password

5.	Query form	Description of the issues Contact information
6.	E-mail	Login alertness

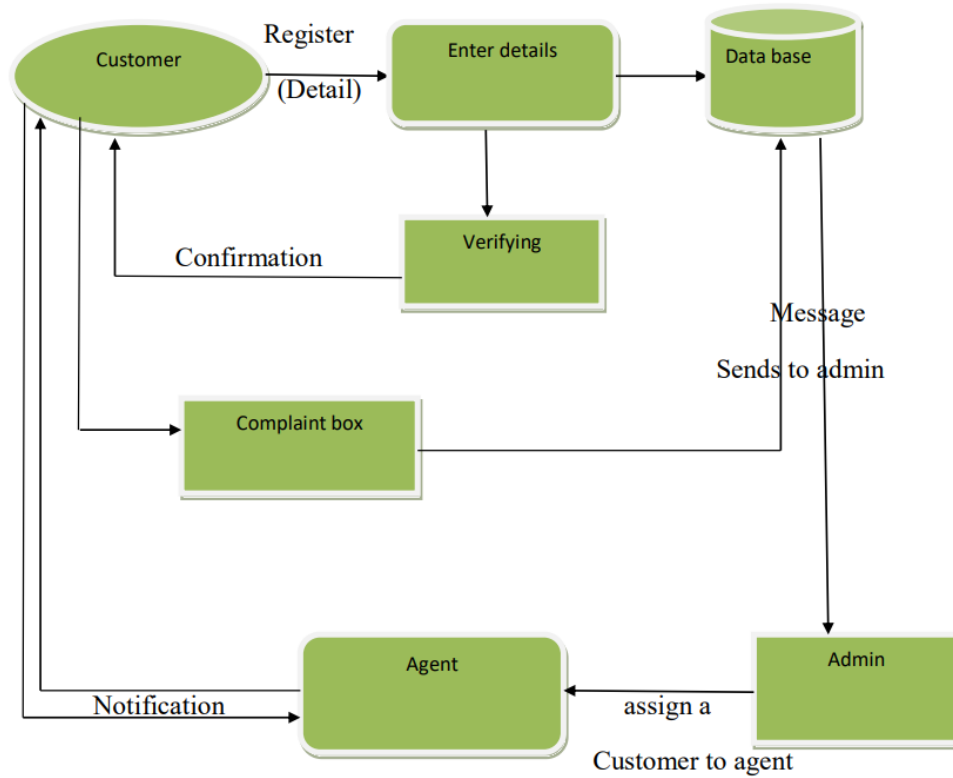
NON-FUNCTIONAL REQUIREMENT

Following are the non-functional requirements of the proposed solution

FR NO	Non-Functional Requirement	Description
1.	Usability	To provide the solution to the problem
2.	Security	Track of login authentication
3.	Reliability	Tracking of decade status through email
4.	Performance	Effective Development of web application
5.	Availability	24/7 Service
6.	Scalability	Scalability

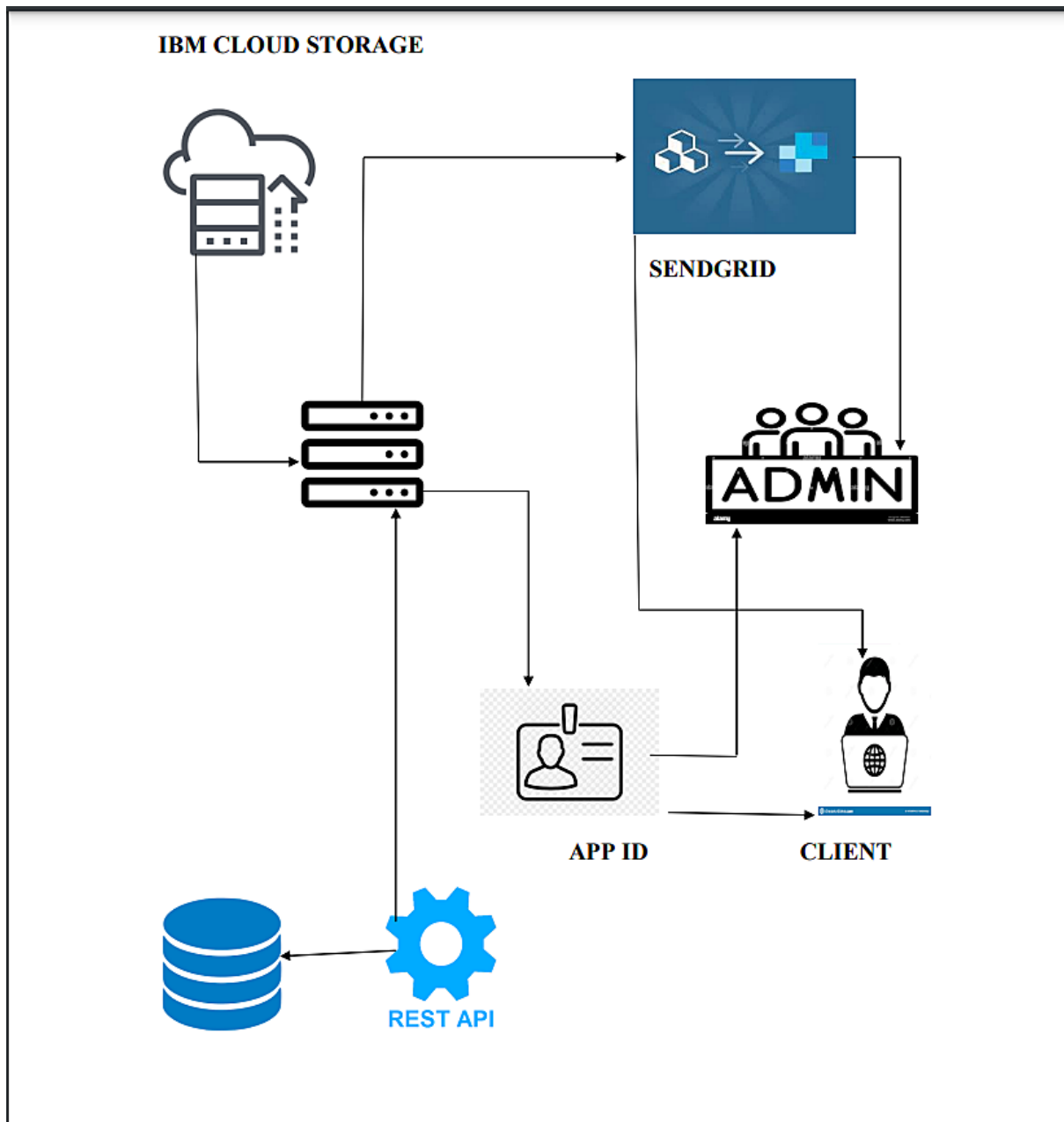
5. PROJECT DESIGN

5.1 DATA FLOW DIAGRAMS



Finally customer connected to agent

5.2 SOLUTION & TECHNICAL ARCHITECTURE



FR NO	COMPONENT	DESCRIPTION	TECHNOLOGY
1.	User Interface	How user interacts with application e.g. web UI, Mobile App	HTML, CSS, JavaScript/angular Js react Js etc..

2.	Application logic-1	Logic for a process in the application	Python
3.	Application logic -2	Logic for a process in the application	IBM Watson STT service
4.	Application logic- 3	Logic for a process in the application	IBM Watson assistant
5.	Data base.	Data type, configurations etc.	MYSQL
6.	Cloud Database	Data base service on cloud	IBM DB2
7.	File storage	File storage requirements	IBM block storage or other storage service
8.	Infrastructure(server/cloud)	Application deployment on local system/Cloud server	Local, Cloud foundry etc..

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 the application	I can access my account/dashboard	High	Sprint-1

			by entering my Email, password, and confirming my password.			
	Login	USN-2	As a customer, I can log in to the application by entering correct Email and password	. I can access my account /dash board	High	Sprint-1
	Dash Board	USN-3	As a customer, I can see all the complaints raised by me.	I get all the info needed in my dash board.	Low	Sprint-2
	Complaint	USN-4	creation As a customer, I can place my complaints 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 conversation with the assigned agent and get my queries clarified.	My queries are clarified.	High	Sprint-3
	Forget password	USN-6	As a customer, I can reset my password by this option in case I forget my old password	I get access to my account again.	Medium	Sprint-4
	Complaint detail.	USN-7	As a customer, I can see the current status of queries.	I get a better 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

	Dash Board	USN-2	As an agent, I can see the complaint 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/customer doubts.	I can clarify the issues.	High	Sprint-3
	Forget Password	USN-4	As an agent I can reset my password by this option in case I forget my old password.	I get access to my account again.	Medium	Sprint-4

6. PROJECT PLANNING & SCHEDULING

6.1 SPRINT PLANNING & ESTIATION

Product Backlog, Sprint Schedule, and Estimation

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 web page	20	High	Sneha Ruthran Pooja Cibiram
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	Sneha Ruthran

Sprint -3	Agent panel	USN-3	The user can directly talk to agent regarding the services. Get the recommendations based on information provided by the user	20	High	Pooja Cibiram
Sprint -4	Final delivery	USN-4	Container of application using docker Kubernetes and deployment of the application. Create the documentation on and final submit the application	20	High	Sneha Ruthran Pooja Cibiram

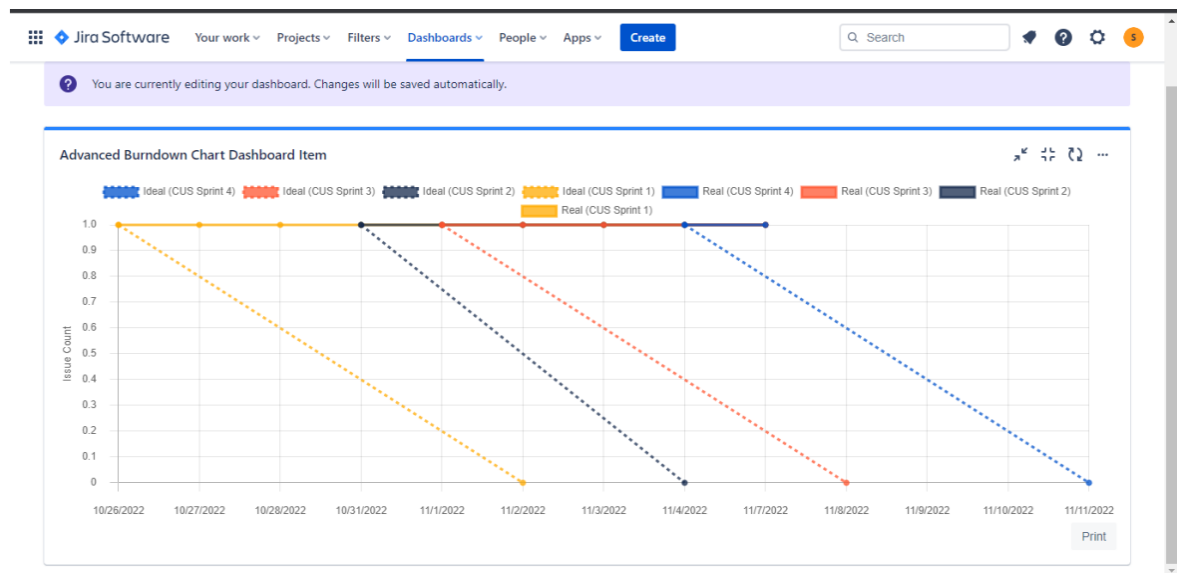
6.2 SPRINT DELIVERY SCHEDULE

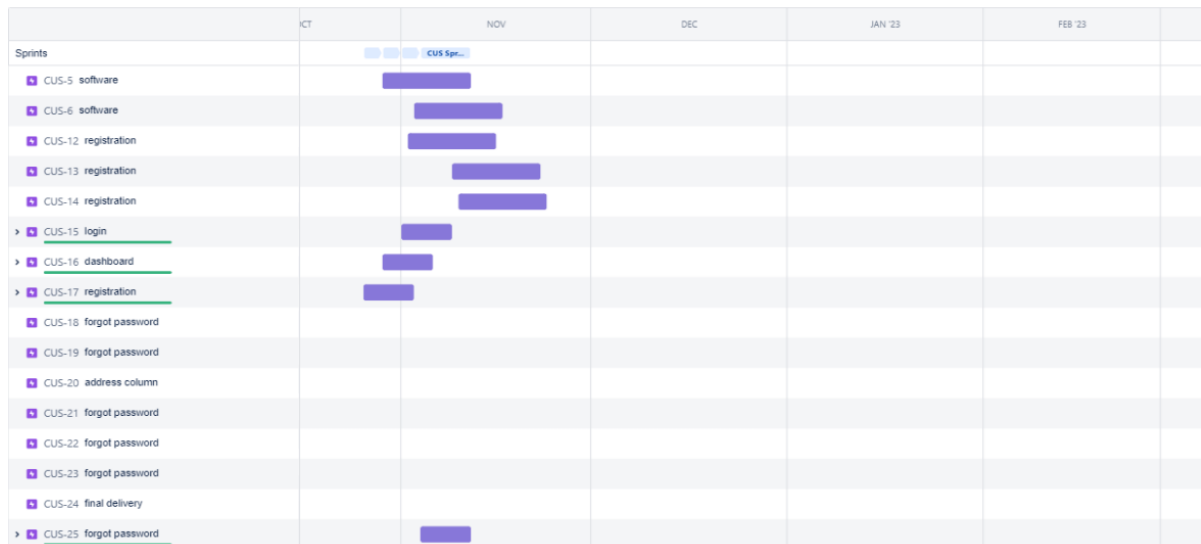
Sprint	Total story points	Duration	start date Sprint	Sprint end date(planned)	Story points completed (as on planned end date)	Sprint release date (actual)

Sprint-1	20	6 Days	26/10/22	31/10/22	20	08/11/22
Sprint-2	20	6 Days	29/10/22	02/11/22	20	10/11/22
Sprint-3	20	6 Days	01/11/22	05/11/22	20	13/11/22
Sprint-4	20	6 Days	04/11/22	07/11/22	20	19/11/22

6.3 REPORTS FROM JIRA

BURNDOWN GRAPH





7. CODING & SOLUTIONING (Explain the features added in the project along with code)

7.1 Feature 1

USER LOGIN AND REGISTRATION

HTML

```
<div class="login-wrap">
<div class="login-html">
<link rel="stylesheet"href="intex.css">
<input id="tab-1" type="radio" name="tab" class="sign-in"
checked><label for="tab-1" class="tab">Sign In</label>
<input id="tab-2" type="radio" name="tab" class="signup"><label for="tab-2"
class="tab">Sign Up</label>
<div class="login-form">
<div class="sign-in-htm">
<div class="group">
<label for="user"
class="label">Username</label>
<input id="user" type="text" class="input">
</div>
<div class="group">
```

```
<label for="pass"
class="label">Password</label>
<input id="pass" type="password"
class="input" data-type="password">
</div>
<div class="group">
<input id="check" type="checkbox"
class="check" checked>
<label for="check"><span
class="icon"></span> Keep me Signed in</label>
</div>
<div class="group">
<input type="submit" class="button"
value="Sign In">
</div>
<div class="hr"></div>
<div class="foot-lnk">
<a href="#forgot">Forgot Password?</a>
</div>
</div>
<div class="sign-up-htm">
<div class="group">
<label for="user"
class="label">Username</label>
<input id="user" type="text" class="input">
</div>
<div class="group">
<label for="pass"
class="label">Password</label>
```

```
<input id="pass" type="password"
class="input" data-type="password">
</div>
<div class="group">
<label for="pass" class="label">Repeat
Password</label>
<input id="pass" type="password"
class="input" data-type="password">
</div>
<div class="group">
<label for="pass" class="label">Email
Address</label>
<input id="pass" type="text" class="input">
</div>
<div class="group">
<input type="submit" class="button"
value="Sign Up">
</div>
<div class="hr"></div>
<div class="foot-lnk">
<label for="tab-1">Already Member?</a>
</div>
</div>
</div>
</div>
</div>
</div>
```

CSS

```
body{
margin:0;
```

```
color:#6a6f8c;
background:#c8c8c8;
font:600 16px/18px 'Open Sans',sans-serif;
}
*,:after,:before{ box-sizing:border-box }
.clearfix:after,.clearfix:before{ content:"";display:table }
.clearfix:after{ clear:both;display:block }
a{ color:inherit;text-decoration:none }
.login-wrap{
width:100%;
margin:auto;
max-width:525px;
min-height:670px;
position:relative;
background:url(https://wallpapercave.com/wp/wp8768982.jpg) norepeat center;
box-shadow:0 12px 15px 0 rgba(250, 248, 248, 0.24),0 17px 50px
0 rgba(230, 224, 224, 0.19);
}
.login-html{
width:100%;
height:100%;
position:absolute;
padding:90px 70px 50px 70px;
background:rgba(40,57,101,.9);
}
.login-html .sign-in-htm,
.login-html .sign-up-htm{
top:0;
left:0;
```

```
right:0;
bottom:0;
position:absolute;
transform:rotateY(180deg);
backface-visibility:hidden;
transition:all .4s linear;
}
.login-html .sign-in,
.login-html .sign-up,
.login-form .group .check{
display:none;
}
.login-html .tab,
.login-form .group .label,
.login-form .group .button{
text-transform:uppercase;
}
.login-html .tab{
font-size:22px;
margin-right:15px;
padding-bottom:5px;
margin:0 15px 10px 0;
display:inline-block;
border-bottom:2px solid transparent;
}
.login-html .sign-in:checked + .tab,
.login-html .sign-up:checked + .tab{
color:#fff;
border-color:#1161ee;
```



```
}  
.login-form{  
min-height:345px;  
position:relative;  
perspective:1000px;  
transform-style:preserve-3d;  
}  
.login-form .group{  
margin-bottom:15px;  
}  
.login-form .group .label,  
.login-form .group .input,  
.login-form .group .button{  
width:100%;  
color:#fff;  
display:block;  
}  
.login-form .group .input,  
.login-form .group .button{  
border:none;  
padding:15px 20px;  
border-radius:25px;  
background:rgba(255,255,255,.1);  
}  
.login-form .group input[data-type="password"]{  
text-emphasis-color:circle;  
-webkit-text-security:circle;  
}  
.login-form .group .label{
```

```
color:#aaa;
font-size:12px;
}
.login-form .group .button{
background:#1161ee;
}
.login-form .group label .icon{
width:15px;
height:15px;
border-radius:2px;
position:relative;
display:inline-block;
background:rgba(255,255,255,.1);
}
.login-form .group label .icon:before,
.login-form .group label .icon:after{
content:"";
width:10px;
height:2px;
background:#fff;
position:absolute;
transition:all .2s ease-in-out 0s;
}
.login-form .group label .icon:before{
left:3px;
width:5px;
bottom:6px;
transform:scale(0) rotate(0);
}
```

```
.login-form .group label .icon:after{
top:6px;
right:0;
transform:scale(0) rotate(0);
}
.login-form .group .check:checked + label{
color:#fff;
}
.login-form .group .check:checked + label .icon{
background:#1161ee;
}
.login-form .group .check:checked + label .icon:before{
transform:scale(1) rotate(45deg);
}
.login-form .group .check:checked + label .icon:after{
transform:scale(1) rotate(-45deg);
}
.login-html .sign-in:checked + .tab + .sign-up + .tab + .login-form .signin-htm{
transform:rotate(0);
}
.login-html .sign-up:checked + .tab + .login-form .sign-up-htm{
transform:rotate(0);
}
.hr{
height:2px;
margin:60px 0 50px 0;
background:rgba(255,255,255,.2);
}
.foot-lnk{
```

```
text-align:center;
}
```

ADMIN LOGIN AND REGISTRATION

HTML,CSS:

```
<div class="login-html">
<link rel="stylesheet"href="index.css">
<input id="tab-1" type="radio" name="tab" class="sign-in"
checked><label for="tab-1" class="tab">Sign In</label>
<input id="tab-2" type="radio" name="tab" class="sign-up"><label
for="tab-2" class="tab">Sign Up</label>
<div class="login-form">
<div class="sign-in-htm">
<div class="group">
<label for="admin" class="label">admin page</label>
<input id="admin" type="text" class="input">
</div>
<div class="group">
<label for="pass" class="label">Password</label>
<input id="pass" type="password" class="input"
data-type="password">
</div>
<div class="group">
<input id="check" type="checkbox" class="check"
checked>
<label for="check"><span class="icon"></span> Keep me
Signed in</label>
</div>
```

```
<div class="group">
<input type="submit" class="button" value="Sign In">
</div>
<div class="hr"></div>
<div class="foot-lnk">
<a href="#forgot">Forgot Password?</a>
</div>
</div>
<div class="sign-up-htm">
<div class="group">
<label for="admin" class="label">admin</label>
<input id="admin" type="text" class="input">
</div>
<div class="group">
<label for="pass" class="label">Password</label>
<input id="pass" type="password" class="input"
data-type="password">
</div>
<div class="group">
<label for="pass" class="label">Repeat
Password</label>
<input id="pass" type="password" class="input"
data-type="password">
</div>
<div class="group">
<label for="pass" class="label">Email Address</label>
<input id="pass" type="text" class="input">
</div>
<div class="group">
```

```
<input type="submit" class="button" value="Sign Up">
```

```
</div>
```

```
<div class="hr"></div>
```

```
<div class="foot-lnk">
```

```
<label for="tab-1">Already Member?</a>
```

```
</div>
```

```
</div>
```

```
</div>
```

```
</div>
```

```
</div>
```

CSS

```
body{
```

```
margin:0;
```

```
color:#6a6f8c;
```

```
background:#c8c8c8;
```

```
font:600 16px/18px 'Open Sans',sans-serif;
```

```
}
```

```
*,:after,:before{ box-sizing:border-box }
```

```
.clearfix:after,.clearfix:before{ content:"";display:table }
```

```
.clearfix:after{ clear:both;display:block }
```

```
a{ color:inherit;text-decoration:none }
```

```
.login-wrap{
```

```
width:100%;
```

```
margin:auto;
```

```
max-width:525px;
```

```
min-height:670px;
```

```
position:relative;
```

```
background:url(https://png.pngtree.com/png-  
vector/20220622/ourmid/pngtree-technical-support-customer-care-service-png-  
image_5231981.png) no-repeat
```

```
center;
```

```
box-shadow:0 12px 15px 0 rgba(250, 248, 248, 0.24),0 17px 50px 0
```

```
rgba(230, 224, 224, 0.19);
```

```
}
```

```
.login-html{
```

```
width:100%;
```

```
height:100%;
```

```
position:absolute;
```

```
padding:90px 70px 50px 70px;
```

```
background:rgba(40,57,101,.9);
```

```
}
```

```
.login-html .sign-in-htm,
```

```
.login-html .sign-up-htm{
```

```
top:0;
```

```
left:0;
```

```
right:0;
```

```
bottom:0;
```

```
position:absolute;
```

```
transform:rotateY(180deg);
```

```
backface-visibility:hidden;
```

```
transition:all .4s linear;
```

```
}
```

```
.login-html .sign-in,
```

```
.login-html .sign-up,
```

```
.login-form .group .check{
```

```
display:none;
```

```
}  
.login-html .tab,  
.login-form .group .label,  
.login-form .group .button{  
text-transform:uppercase;  
}  
.login-html .tab{  
font-size:22px;  
margin-right:15px;  
padding-bottom:5px;  
margin:0 15px 10px 0;  
display:inline-block;  
border-bottom:2px solid transparent;  
}  
.login-html .sign-in:checked + .tab,  
.login-html .sign-up:checked + .tab{  
color:#fff;  
border-color:#1161ee;  
}  
.login-form{  
min-height:345px;  
position:relative;  
perspective:1000px;  
transform-style:preserve-3d;  
}  
.login-form .group{  
margin-bottom:15px;  
}  
.login-form .group .label,
```



```
.login-form .group .input,  
.login-form .group .button{  
width:100%;  
color:#fff;  
display:block;  
}  
.login-form .group .input,  
.login-form .group .button{  
border:none;  
padding:15px 20px;  
border-radius:25px;  
background:rgba(255,255,255,.1);  
}  
.login-form .group input[data-type="password"]{  
text-emphasis-color:circle;  
-webkit-text-security:circle;  
}  
.login-form .group .label{  
color:#aaa;  
font-size:12px;  
}  
.login-form .group .button{  
background:#1161ee;  
}  
.login-form .group label .icon{  
width:15px;  
height:15px;  
border-radius:2px;  
position:relative;
```

```
display:inline-block;
background:rgba(255,255,255,.1);
}
.login-form .group label .icon:before,
.login-form .group label .icon:after{
content:"";
width:10px;
height:2px;
background:#fff;
position:absolute;
transition:all .2s ease-in-out 0s;
}
.login-form .group label .icon:before{
left:3px;
width:5px;
bottom:6px;
transform:scale(0) rotate(0);
}
.login-form .group label .icon:after{
top:6px;
right:0;
transform:scale(0) rotate(0);
}
.login-form .group .check:checked + label{
color:#fff;
}
.login-form .group .check:checked + label .icon{
background:#1161ee;
}
```

```

.login-form .group .check:checked + label .icon:before{
transform:scale(1) rotate(45deg);
}
.login-form .group .check:checked + label .icon:after{
transform:scale(1) rotate(-45deg);
}
.login-html .sign-in:checked + .tab + .sign-up + .tab + .login-form
.sign-in-htm{
transform:rotate(0);
}
.login-html .sign-up:checked + .tab + .login-form .sign-up-htm{
transform:rotate(0);
}
.hr{
height:2px;
margin:60px 0 50px 0;
background:rgba(255,255,255,.2);
}
.foot-lnk{
text-align:center;

```

AGENT LOGIN PAGE

HTML

```
<div class="login-wrap">
```

```
<div class="login-html">
<link rel="stylesheet"href="index1.css">
<input id="tab-1" type="radio" name="tab" class="sign-in"
checked><label for="tab-1" class="tab">Sign In</label>
<input id="tab-2" type="radio" name="tab" class="sign-up"><label
for="tab-2" class="tab">Sign Up</label>
<div class="login-form">
<div class="sign-in-htm">
<div class="group">
<label for="admin" class="label">agent name</label>
<input id="admin" type="text" class="input">
</div>
<div class="group">
<label for="pass" class="label">Password</label>
<input id="pass" type="password" class="input"
data-type="password">
</div>
<div class="group">
<input id="check" type="checkbox" class="check"
checked>
<label for="check"><span class="icon"></span> Keep me
Signed in</label>
</div>
<div class="group">
<input type="submit" class="button" value="Sign In">
</div>
<div class="hr"></div>
<div class="foot-lnk">
<a href="#forgot">Forgot Password?</a>
```

```
</div>
</div>
<div class="sign-up-htm">
<div class="group">
<label for="agent" class="label">agent name</label>
<input id="agent" type="text" class="input">
</div>
<div class="group">
<label for="pass" class="label">Password</label>
<input id="pass" type="password" class="input"
data-type="password">
</div>
<div class="group">
<label for="pass" class="label">Repeat
Password</label>
<input id="pass" type="password" class="input"
data-type="password">
</div>
<div class="group">
<label for="pass" class="label">Email Address</label>
<input id="pass" type="text" class="input">
</div>
<div class="group">
<input type="submit" class="button" value="Sign Up">
</div>
<div class="hr"></div>
<div class="foot-lnk">
<label for="tab-1">Already Member?</a>
</div>
```

</div>

</div>

</div>

</div>

CSS

body{

margin:0;

color:#6a6f8c;

background:#c8c8c8;

font:600 16px/18px 'Open Sans',sans-serif;

}

*,:after,:before{ box-sizing:border-box }

.clearfix:after,.clearfix:before{ content:"";display:table }

.clearfix:after{ clear:both;display:block }

a{ color:inherit;text-decoration:none }

.login-wrap{

width:100%;

margin:auto;

max-width:525px;

min-height:670px;

position:relative;

background:url(https://png.pngtree.com/png-

vector/20220622/ourmid/pngtreetechnical-support-customer-care-service-png-image_5231981.png) no-repeat

center;

box-shadow:0 12px 15px 0 rgba(250, 248, 248, 0.24),0 17px 50px 0

rgba(230, 224, 224, 0.19);

}

.login-html{

```
width:100%;
height:100%;
position:absolute;
padding:90px 70px 50px 70px;
background:rgba(40,57,101,.9);
}
.login-html .sign-in-htm,
.login-html .sign-up-htm{
top:0;
left:0;
right:0;
bottom:0;
position:absolute;
transform:rotateY(180deg);
backface-visibility:hidden;
transition:all .4s linear;
}
.login-html .sign-in,
.login-html .sign-up,
.login-form .group .check{
display:none;
}
.login-html .tab,
.login-form .group .label,
.login-form .group .button{
text-transform:uppercase;
}
.login-html .tab{
font-size:22px;
```

```
margin-right:15px;
padding-bottom:5px;
margin:0 15px 10px 0;
display:inline-block;
border-bottom:2px solid transparent;
}
.login-html .sign-in:checked + .tab,
.login-html .sign-up:checked + .tab{
color:#fff;
border-color:#1161ee;
}
.login-form{
min-height:345px;
position:relative;
perspective:1000px;
transform-style:preserve-3d;
}
.login-form .group{
margin-bottom:15px;
}
.login-form .group .label,
.login-form .group .input,
.login-form .group .button{
width:100%;
color:#fff;
display:block;
}
.login-form .group .input,
.login-form .group .button{
```



```
border:none;
padding:15px 20px;
border-radius:25px;
background:rgba(255,255,255,.1);
}
.login-form .group input[data-type="password"]{
text-emphasis-color:circle;
-webkit-text-security:circle;
}
.login-form .group .label{
color:#aaa;
font-size:12px;
}
.login-form .group .button{
background:#1161ee;
}
.login-form .group label .icon{
width:15px;
height:15px;
border-radius:2px;
position:relative;
display:inline-block;
background:rgba(255,255,255,.1);
}
.login-form .group label .icon:before,
.login-form .group label .icon:after{
content:"";
width:10px;
height:2px;
```

```
background:#fff;
position:absolute;
transition:all .2s ease-in-out 0s;
}
.login-form .group label .icon:before{
left:3px;
width:5px;
bottom:6px;
transform:scale(0) rotate(0);
}
.login-form .group label .icon:after{
top:6px;
right:0;
transform:scale(0) rotate(0);
}
.login-form .group .check:checked + label{
color:#fff;
}
.login-form .group .check:checked + label .icon{
background:#1161ee;
}
.login-form .group .check:checked + label .icon:before{
transform:scale(1) rotate(45deg);
}
.login-form .group .check:checked + label .icon:after{
transform:scale(1) rotate(-45deg);
}
.login-html .sign-in:checked + .tab + .sign-up + .tab + .login-form
.sign-in-htm{
```

```

transform:rotate(0);
}
.login-html .sign-up:checked + .tab + .login-form .sign-up-htm{
transform:rotate(0);
}
.hr{
height:2px;
margin:60px 0 50px 0;
background:rgba(255,255,255,.2);
}
.foot-lnk{
text-align:center;
}

```

CUSTOMER COMPLAINT RAISING

HTML

```

<form id="fs-frm" name="customer complaints page" accept-
charset="utf-8"
    action="https://formspree.io/f/{form_id}" method="post">
    <fieldset id="fs-frm-inputs">
        <label for="full-name">Full Name</label>
        <input type="text" name="name" id="full-name" required="">
        <label for="email-address">Email Address</label>
        <input type="email" name="_replyto" id="email-address" required="">
        <label for="contact">contact number (Optional)</label>
        <input type="text" name="contact" id="contact">
        <label for="complaint">Complaint</label>
        <textarea rows="6" name="complaint" id="complaint"
            required=""></textarea>
        <input type="hidden" name="_subject" id="email-subject"

```

```
value="Complaint Form Submission">
</fieldset>
<input type="submit" value="File Complaint">
</form><style>/* reset */
#fs-frm input,
#fs-frm select,
#fs-frm textarea,
#fs-frm fieldset,
#fs-frm optgroup,
#fs-frm label,
#fs-frm #card-element:disabled {
font-family: inherit;
font-size: 100%;
color: inherit;
border: none;
border-radius: 0;
display: block;
width: 100%;
padding: 0;
margin: 0;
}
#fs-frm label,
#fs-frm legend,
#fs-frm ::placeholder {
font-size: .825rem;
margin-bottom: .5rem;
padding-top: .2rem;
display: flex;
align-items: baseline;
```

```
}  
/* border, padding, margin, width */  
#fs-frm input,  
#fs-frm select,  
#fs-frm textarea,  
#fs-frm #card-element {  
border: 1px solid rgba(0,0,0,0.2);  
background-color: rgba(255, 255, 255, 0.9);  
padding: .75em 1rem;  
margin-bottom: 1.5rem;  
}  
#fs-frm input:focus,  
#fs-frm select:focus,  
#fs-frm textarea:focus {  
background-color: white;  
outline-style: solid;  
outline-width: thin;  
outline-color: gray;  
outline-offset: -1px;  
}  
#fs-frm [type="text"],  
#fs-frm [type="email"] {  
width: 100%;  
}  
#fs-frm [type="button"],  
#fs-frm [type="submit"],  
#fs-frm [type="reset"] {  
width: auto;  
cursor: pointer;
```

```
-webkit-appearance: button;
-moz-appearance: button;
appearance: button;
}
#fs-form [type="button"]:focus,
#fs-form [type="submit"]:focus,
#fs-form [type="reset"]:focus {
outline: none;
}
#fs-form [type="submit"],
#fs-form [type="reset"] {
margin-bottom: 0;
}
#fs-form select {
text-transform: none;
}
#fs-form [type="checkbox"] {
-webkit-appearance: checkbox;
-moz-appearance: checkbox;
appearance: checkbox;
display: inline-block;
width: auto;
margin: 0 .5em 0 0 !important;
}
#fs-form [type="radio"] {
-webkit-appearance: radio;
-moz-appearance: radio;
appearance: radio;
}
```

```

/* address, locale */
#fs-frm fieldset.locale input[name="city"],
#fs-frm fieldset.locale select[name="state"],
#fs-frm fieldset.locale input[name="postal-code"] {
display: inline;
}
#fs-frm fieldset.locale input[name="city"] {
width: 52%;
}
#fs-frm fieldset.locale select[name="state"],
#fs-frm fieldset.locale input[name="postal-code"] {
width: 20%;
}
#fs-frm fieldset.locale input[name="city"],
#fs-frm fieldset.locale select[name="state"] {
margin-right: 3%;
}
</style>

```

7.2 FEATURE 2

ADMIN VIEW FOR CUSTOMER COMPLAINTS

HTML

```

<!DOCTYPE html>
<html lang="en">
<head>
<title>Bootstrap Example</title>
<meta charset="utf-8">
<meta name="viewport" content="width=device-width,

```

```
initial-scale=1">
<link rel="stylesheet"
href="https://maxcdn.bootstrapcdn.com/bootstrap/3.3.7/css
/bootstrap.min.css">
<script
src="https://ajax.googleapis.com/ajax/libs/jquery/3.3.1/jque
ry.min.js"></script>
<script
src="https://maxcdn.bootstrapcdn.com/bootstrap/3.3.7/js/b
ootstrap.min.js"></script>
</head>
<body>
<div class="container">
<h2>Customer Complaints</h2>
<p>The .table class adds basic styling (light padding and only
horizontal dividers) to a table:</p>
<table class="table">
<thead>
<tr>
<th>Complaint ID</th>
<th>Customer Name</th>
<th>Complaint Description</th>
<th>Date Of Complaint</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
```



```
<td>Abc</td>
<td>Lorem Ipsum is simply dummy text of the printing
and typesetting industry. Lorem Ipsum has been the
industry's standard dummy text ever since the 1500s</td>
<td>1-1-2019</td>
<td><button type="button" class="btn btninfo">View</button></td>
</tr>
<tr>
<td>2</td>
<td>Def</td>
<td>Lorem Ipsum is simply dummy text of the printing
and typesetting industry. Lorem Ipsum has been the
industry's standard dummy text ever since the 1500s</td>
<td>1-1-2019</td>
<td><button type="button" class="btn btninfo">View</button></td>
</tr>
<tr>
<td>3</td>
<td>Ghi</td>
<td>Lorem Ipsum is simply dummy text of the printing
and typesetting industry. Lorem Ipsum has been the
industry's standard dummy text ever since the 1500s</td>
<td>1-1-2019</td>
<td><button type="button" class="btn btninfo">View</button></td>
</tr>
</tbody>
</table>
</div>
</body>
```

</html>ss

ADMIN ASSIGN AGENT HTML

<!DOCTYPE html>

<html>

<head>

<style>

.complaint-solving-system {

width: 100%;

border: 1px solid #ccc;

}

.complaint-solving-system th {

text-align: left;

padding: 8px;

}

.complaint-solving-system td {

text-align: left;

padding: 8px;

}

.complaint-solving-system tr:nth-child(even){

background-color: #f2f2f2

```

}
.complaint-solving-system button {
background-color: #4CAF50;
color: white;
padding: 14px 20px;
margin: 8px 0;
border: none;
cursor: pointer;
width: 100%;
}
</style>
</head>
<body>
<h2>Complaint Solving System</h2>
<table class="complaint-solving-system">
<tr>
<th>Complaint</th>
<th>Customer</th>
<th>Action</th>
</tr>
<tr>
<td>Complaint 1</td>
<td>Customer 1</td>
<td><button type="button"
onclick="location.href='assignagent.html'">Assign
Agent</button></td>
</tr>
<tr>
<td>Complaint 2</td>

```

```

<td>Customer 2</td>
<td><button type="button"
onclick="location.href='assignagent.html'">Assign
Agent</button></td>
</tr>
<tr>
<td>Complaint 3</td>
<td>Customer 3</td>
<td><button type="button"
onclick="location.href='assignagent.html'">Assign
Agent</button></td>
</tr>
</table>
</body>
</html>

```

8.TESTING

8.1 TEST CASES

| Test Case ID | Future Type | Component | Test Scenario | Steps To Excute |
|------------------|-------------|-----------|------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------|
| LoginPage_TC_OO1 | Functional | Home Page | Verify user is able to see the Login/Signup popup when user clicked on My account button | 1. Enter URL and click go
2. Scroll down
3. Verify login/Signup popup displayed or no |
| LoginPage_TC_OO2 | UI | Home Page | Verify the UI elements | 1. Enter URL and click go |

| | | | | |
|----------------------|-----------|---------------|----------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| | | | in
Login/Sign
up popup | 2.Click on Sigup button
for
User
3.Verify login/Singup
popup with below UI
elements:
a.id text box
b.password text box
c. Login button
d.Newcustomer? Create
account linke.Last
password? Recovery
password link |
| LoginPage_TC_
OO3 | Functionl | Home
Page | Verify user
is able to
log into
application
with Valid
credentials | 1.Enter
URL(https://shopenzer.com/) and click go
2.Click on My Account
dropdown button
3.Enter Valid
username/email in
Email text box
4.Enter valid password
in password text box
5.Click on login button |
| LoginPage_TC_
OO | Functionl | Login
Page | Verify user
is able to
log into
application
with
Invalid
credentials | 1.Enter
URL(https://shopenzer.com/) and click go
2.Click on My Account
dropdown button
3.Enter Invalid
username/email in
Email text box |

| | | | | |
|------------------|------------|------------|----------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| | | | | 4.Enter valid password in password text box
5.Click on login button |
| LoginPage_TC_005 | Functional | Login Page | Verify user is able to log into application with InValid credentials | 1.Enter URL(https://shopenzer.com/) and click go
2.Click on My Account dropdown button
3.Enter InValid username/email in Email text box
4.Enter Invalid password in password text box
5.Click on login button |

| Expected Result | Actual Result | Status | Commnets | TC for Automation (Y/N) | Excuted By |
|----------------------------------------------------------------------------------------------------------------------------|---------------------|--------|-------------|-------------------------|--------------------|
| Login/Signup popup should display | Working as expected | Pass | Successfull | Y | SNEHA
POOJA |
| Application should show below UI elements:
a.email text box
b.password text box
c.Login button with orange colour | Working as expected | Pass | Successfull | Y | CIBIRAM
RUTHRAN |

| | | | | | |
|------------------------------------------------------------------------------------------|---------------------|------|-------------|---|---------|
| d.New customer?
Create account link

e.Last password?
Recovery password link | | | | | |
| User should navigate to user account homepage | Working as expected | Pass | Successfull | Y | CIBIRAM |
| Application should show 'Incorrect email or password ' validation message. | Working as expected | Pass | Successfull | Y | RUTHRAN |
| Application should show 'Incorrect email or password ' validation message. | Working as expected | Pass | Successfull | Y | SNEHA |
| Application should show ' email | Working as expected | Pass | Successfull | Y | POOJA |

8.2 USER ACCEPTANCE

1. Purpose of Documet

The purpose of this document is to briefly explain the test coverage and open issues of the [Customer Care Registry] project at the time of the release to User Acceptance Testing (UAT).

2. Defect Analysis

This report shows the number of resolved or closed bugs at each severity level, and how they were resolved.

| Resolution | severity1 | Severity2 | Severity3 | Severity4 | Subtotal |
|----------------|-----------|-----------|-----------|-----------|----------|
| ByDesign | 10 | 4 | 5 | 5 | 24 |
| Duplicate | 2 | 0 | 2 | 0 | 4 |
| External | 5 | 3 | 2 | 1 | 11 |
| Fixed | 15 | 5 | 5 | 10 | 35 |
| Not Reproduced | 0 | 0 | 0 | 0 | 0 |
| Skipped | 0 | 0 | 1 | 1 | 2 |
| Won't Fix | 0 | 5 | 2 | 1 | 8 |
| Totals | 32 | 17 | 17 | 18 | 84 |

3.TEST CASE ANALYSIS

| SECTION | TOTAL CASES | NOT TESTED | FAIL | PASS |
|---------------------|-------------|------------|------|------|
| Print Engine | 10 | 0 | 0 | 10 |
| Client Application | 40 | 0 | 0 | 40 |
| Security | 5 | 0 | 0 | 2 |
| Outsource Shipping | 3 | 0 | 0 | 3 |
| Exception Reporting | 10 | 0 | 0 | 10 |
| Final Report Output | 4 | 0 | 0 | 4 |
| Version Control | 4 | 0 | 0 | 4 |

9.RESULTS

9.1 PERFORMANCE METRICS

PERFORMANCE TESTING: NFT-Risk Assessment

| S.NO | Project Name | Scope /Feature | Functional Changes | Hardware Changes | Software Changes | Load/Volume Changes | Risk Score |
|------|----------------|----------------|--------------------|------------------|------------------|---------------------|------------|
| 1. | CCR Login Page | New | Low | No Changes | Moderate | NO Changes | Orange |
| 2. | CCR Agent Page | New | High | No Changes | No | Low | Green |
| 3. | CCR Admin Page | New | Moderate | No Changes | No | Low | Green |

NFT- Detailed Text Plan

| S.NO | Project Overview | NFT-Test approach |
|------|------------------|------------------------|
| 1. | CCR Login Page | Using python and flask |
| 2. | CCR Agent Page | Using python and flask |
| 3. | CCR Admin Page | Using Python,Flask |

End Of Test Report

| S.N
O | Project
Overview | NFT
Test approach | NFR
-Met | Test
Outcome | Go/Go
-No
decision | Identified defects
(Detected/close/open) |
|----------|----------------------|---------------------------|-------------|---------------------------|--------------------------|---------------------------------------------|
| 1. | CCR
Login
Page | Using Python
and Flask | No | Expectation met | No | Identified/closed |
| 2. | CCR
Agent
Page | Using Python
and Flask | Yes | Expectation partially met | Go-No | Identified/rectified |
| 3. | CCR
Admin
Page | Using Python
and Flask | No | Expectation Partially met | No | Identified/rectified |

10.ADVANTAGE & DISADVANTAGES

ADVANTAGES:

- Loyal customers have many benefits for business. 91% of customers say a positive customer service experience makes them more likely to make a further purchase.
- This long-term customer relationship established through customer service can help business become more profitable.
- Providing good customer service can create satisfied customers who are then more likely to recommend the business to others.

- ▶ Good customer service can help business turn leads into sales 78% of customers say they have backed out of a purchase due to a poor customer experience.

DIS ADVANTAGES:

- ▶ the extra services offered, such as refreshments.
higher wage costs from the extra time staff take to provide post-sales service.
- ▶ Experience burnout and stress. Working as a customer service representative requires you to maintain a friendly demeanor at all times, regardless of how customers act or how you personally feel.
- ▶ Handle frequent changes. Hold many responsibilities. Work an irregular schedule.

11. CONCLUSION:

Companies today are modernizing customer care, using advanced AI to ensure a positive customer experience starting from the first interaction and throughout the buyer's journey. To properly manage customer care, companies must understand how they are succeeding and what needs improvement. This requires establishing key performance indicators (KPIs) for customer service and creating a system of gathering metrics across channels. In conclusion, customer care, involves the use of basic ethics and any company who wants to have success and grow, needs to remember, that in order to do so, it must begin with establishing a code of ethics in regards to how each employee is to handle the dealing with customers. Customers are at the heart of the company and its growth or decline. Customer care involves, the treatment, care, loyalty, trust the employee should extend to the consumer, as well in 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 the world would be a better, more understanding place for all to exist. Thereby, the customer care registry would be far helpful and approachable. It offers easy tracking, recording and notification than any other means.

12.FUTURE SCOPE

In the next 3-5 years, we expect to see these future customer care registry trends:

- The shift from a primarily 'cost centre' to primarily 'growth centre' worldview.
- The job desk for a customer care registry director will focus more on leadership, innovation, and ability to drive company-wide improvement
- Customer service will shift to become a strategic partner of marketing, sales, and product development. CS will help with direction, project prioritisation, and impact.
- A need for customer service leaders to take a highly strategic seat at the table. They'll need to argue for investment in talent, technology, and innovation
- A shift in performance metrics. Forget of resolved tickets. In the future, we'll measure performance based on of customers saved from the precipice of churn
- A career in customer care registry will not be a last resort. Top graduates will prioritise getting an education in strategic customer interaction.
- Focus on ticket deflection will reduce because brands will view each customer interaction as an opportunity to learn, build a relationship, and grow profits. They deserve a well-trained, human touch.
- Modern and developing technology enables this future to exist. With new technology, administrative tasks will tend toward zero.

- The sole purpose of the customer service is to meet the expectations of the customers so that they are satisfied with the outcome. These services are also available to understand the queries of the customers and ensure that they enjoy a cost-effective experience after purchasing any product from the respective company.

13. APPENDIX

SOURCE CODE

```
<div class="login-wrap">
<div class="login-html">
<link rel="stylesheet"href="intex.css">
<input id="tab-1" type="radio" name="tab" class="sign-in"
checked><label for="tab-1" class="tab">Sign In</label>
<input id="tab-2" type="radio" name="tab" class="signup"><label for="tab-2"
class="tab">Sign Up</label>
<div class="login-form">
<div class="sign-in-htm">
<div class="group">
<label for="user"
class="label">Username</label>
<input id="user" type="text" class="input">
</div>
<div class="group">
<label for="pass"
class="label">Password</label>
<input id="pass" type="password"
class="input" data-type="password">
</div>
<div class="group">
<input id="check" type="checkbox"
class="check" checked>
```

```
<label for="check"><span
class="icon"></span> Keep me Signed in</label>
</div>
<div class="group">
<input type="submit" class="button"
value="Sign In">
</div>
<div class="hr"></div>
<div class="foot-lnk">
<a href="#forgot">Forgot Password?</a>
</div>
</div>
<div class="sign-up-htm">
<div class="group">
<label for="user"
class="label">Username</label>
<input id="user" type="text" class="input">
</div>
<div class="group">
<label for="pass"
class="label">Password</label>
<input id="pass" type="password"
class="input" data-type="password">
</div>
<div class="group">
<label for="pass" class="label">Repeat
Password</label>
<input id="pass" type="password"
class="input" data-type="password">
```

```
</div>
<div class="group">
<label for="pass" class="label">Email
Address</label>
<input id="pass" type="text" class="input">
</div>
<div class="group">
<input type="submit" class="button"
value="Sign Up">
</div>
<div class="hr"></div>
<div class="foot-lnk">
<label for="tab-1">Already Member?</a>
</div>
</div>
</div>
</div>
</div>
</div>
```

SCREESHOT:
CUSTOMER LOGIN AND REGISTRATION PAGE:

Bootstrap Example

C:\Users\kowsi\OneDrive\Documents\sprint-3\index.html

Customer Complaints

The .table class adds basic styling (light padding and only horizontal dividers) to a table:

Complaint ID	Customer Name	Complaint Description	Date Of Complaint	Action
1	Abc	Lorem Ipsum is simply dummy text of the printing and typesetting industry. Lorem Ipsum has been the industry's standard dummy text ever since the 1500s	1-1-2019	View
2	Def	Lorem Ipsum is simply dummy text of the printing and typesetting industry. Lorem Ipsum has been the industry's standard dummy text ever since the 1500s	1-1-2019	View
3	Ghi	Lorem Ipsum is simply dummy text of the printing and typesetting industry. Lorem Ipsum has been the industry's standard dummy text ever since the 1500s	1-1-2019	View

ADMIN ASSIGN AGENT:

index2.html

C:\Users\kowsi\OneDrive\Documents\sprint\index2.html

Complaint Solving System

Complaint	Customer	Action
Complaiat 1	Customer 1	Assign Agent
Complaiat 2	Customer 2	Assign Agent
Complaiat 3	Customer 3	Assign Agent

GITHUB LINK:

<https://github.com/IBM-EPBL/IBM-Project-46982-1660795673>

PROJECT DEMO

LINK:<https://drive.google.com/file/d/1MtRigkzUU0SBpEsjMFUq4rwOTLjMI-fn/view?usp=sharing>

