ABSTRACT

An online comprehensive Customer Care Solution is to manage customer interaction and complaints with the service providers over phone or through and e-mail . The system should have capability to integrate with any service provider from any domain or industry like banking Telecom, Insurance,etc.

Customer service also known as Client service is the provision of service to customers its significance varies by product , industry and domain . In many cares customers services is more important if the purchase relates to a services as opposed to a product .

Customer service may be provided by a person or Sales & service Representatives Customer Service is normally an integral part of company's customer value proposition .

LITERATURE SURVEY

Customer Care Registry Using Cloud Application

Providing solution to the customer queries and satisfication.beauty clinic that are everywhere around the world.Skin Care Service is a beauty clinic that focuses on serving beauty treatments and medicines prepared by Doctors.The difficulty of administrators in managing patient data,drug data ,and treatment data,which has an collision on services to theclinic.problem that arises is that all beauty products have not been recorded in a computerized database ,this is what cause backbreaking in searching product data.

The type of care ,and registration on customer satisfaction and its effect on consumer faithful at skin care service .The result of the development can make it easier for admins to record customer data , products ,types of care ,registrations ,examinations ,patient medical records and lessen errors in reiterating income report data which means simplifying admin tasks .

Customer Satisfaction and Loyalty Beauty parlous

This study explores the issues that influence consumer's satisfaction on beauty pauper. The determinant of consumer satisfaction on beauty pauper has been examined in the Kolkata city according to the perception of India.

 A conceptual frame work has been constructed and the research hypothesis has also been developed in order to focus he attention on seven service factor that influence customer satisfaction and loyalty towards the services of the beat y paperless .The result of the study will assist the service provider to increase customer satisfaction and loyalty .

Service Quality and Customer Satisfaction Among Beauty Salons

This study was conducted to determine the significant of service quality on customer satisfaction among beauty salons in a certain municipality of Davao del Norte,Philippines .A quantitation non-experimental descriptive-correlational design was employed in the study utilizing a convenient sampling technique among respondents distribute from six beauty salons each with a quota of 50 customers to rate for year 2019 .

As a result ,service quality was In high level which customer satisfaction was in moderate level .It was in also found out that is a low positive significant relationship between service quality and customers satisfaction can be attributed to service quality .

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Finally I would like to thanks my friends for their cooperation to complete this project .

XXXXXX

INTRODUCTION TO PROJECT

The Customer service Desk is a web based project .
Customer service also known as Client Service is the provision of service to customers'
Its significance varies by product , industry and domain . In many cases customer
service is more important if the information relates to a service as opposed to a
Customer .

Customer Service may be provided by a service Representatives Customer Service is
normally an integral part of a company's customer value proposition .

ORGANIZATION PROFILE

SOFTWARE SOLUTIONS

xxx software solutions is an IT solution provider for a dynamic environment where business and technology strategies on verge .

Their approach focuses on new ways of business combining IT innovation and adoption while also adoption while also leveraging an organization's current IT assets .

Their work large global corporations and new products or services and to implement product business and technology strategies in today's environment .

PURPOSE OF THE PROJECT

An online comprehensive customer care solution is to manage customer interaction and complaints with the service providers from any domain or industry like banking ,telecom insurance .etc..

customer service also known as client service is the provision of service to customers its significance varies by product industry and domain.In many cases customer.

Customer service may be provided by a representative customer service is normally an integral part of a company's value proposition

PROBLEMS IN EXISTING SYSTEM

The existing system is a semi-automated at where the information is stored in the form of excel sheets in disk drives. The information sharing to the Volunteers, Group members, etc . is through mailing feature only. The information storage and maintenance is more critical in this system . Tracking the member's activities and progress of the work is a tedious job here . This system cannot provide the information sharing by 24x7 days .