

## **Information About the Project:**

Online Customer Care and Service Center is a web-based application developed using Java Programming Language With a platform of a typical “service center”, this system provides online technical services to its customers on a 24×7 basis. The whole process involves writing large volume of data in registers and preparing several reports daily. This ‘Call Center cum Service Center’ manages all the online queries, all the records of their customers, services details as well as provides technical support.

The basic services include Hardware and Software of a computer. It also maintains database of their employees, Salary, attendance, details of their customers, and many more. Customer Care Registry application is developed to automate all the office activities of a typical service center

## **Objectives:**

- Besides these, the software
- Manage the records of every customer.
- Manage the records of every employee.
- Manage the attendance and salary payment of every employee.
- Duty allocation of employees.
- Support the duty allocation, salary allocation, attendance and [payroll](#) for both day and night shifts.
- Well customize stock handling with advance feature of controlling and updating stocks.
- Maintain accounts.
- Prepare bills for different customers.
- Generate different kind of necessary reports and queries.

## **Goals:**

- Customized reporting facilities.
- Provision of necessary backups.
- Authorized entry by password access for security reasons.
- Provide a simple and easy Graphical User Interface (GUI).

**Conclusion:**

About security, this system allows the users to use their username and password for a comprehensive and multi-level security. It keeps data secure from unauthorized access, modification or reporting by allowing you to create as many 'users' as you wish.

Future application of this Online Customer Care Registry Project includes integration with online marketing, customer all by using web-based technology