CUSTOMER CARE REGISTRY

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Literature survey:

Title	Proposed work	Technologies used	Disadvantage
[1] Complaint go: an online complaint registration system using web services and android	To create a Web portal which is used to process various complaints well supported with different web services.	Google places API, Firebase cloud messaging, Javascript	User can only register their complaints, there is no option to track the status of the registered complaint.
[2] Online Complaint Management System	To provide an online way of solving the problems faced by the public by saving time and eradicate corruption. The main objective is to make complain much easier to coordinate, monitor, track and resolve by tracking the status of complaint.	Web, cloud, GPS to track location	Complaints are forwarded to the employees manually by the admin.

[3] GPS based Complaint Redressal System	To develop an GPS based Complaint Redressal System (GPSCRS). The complaint is registered via a mobile application. Global Positioning System (GPS) sensor present in smart mobile devices is used to determine the exact location of the complaint.	Web, GPS, Phonegap, Google API	This application provides a way to classify the complaints posted based on the GPS location and didn't handle resolving those complaints.
[4] Secure Complaint Resolver	To design a web application to keep track of complaints registered by the college Students, staff and any others faculties.	Web, MD5 Algorithm, C4.5 Algorithm	If any fake complaint gets registered by any fake person, then it may not get validated properly

References:

[1] https://iopscience.iop.org/article/10.1088/1757899X/263/4/042073/pdf

[2] https://turcomat.org/index.php/turkbilmat/article/view/8766/6835

[3] V. K. Kandhari and K. D. Mohinani, "GPS based complaint redressal system," 2014 IEEE Global Humanitarian Technology Conference - South Asia Satellite (GHTC-SAS), 2014, pp. 51-56, doi: 10.1109/GHTC-SAS.2014.6967558.

[4] https://www.academia.edu/download/64659324/IRJET-V7I61248.pdf