

CUSTOMER CARE REGISTRY

Team Members :

- E.Sri Jayan
- G.Rajesh
- N.Mohammed Junaid Alam
- V.Ravi

Problem statement:

If a customer faces any problem with the product they purchased or in the service provided, it should be addressed and rectified properly in order to get a good user experience. To accomplish this, we need an online customer care registry to process and rectify the complaints in a faster manner. The objective is to create a Cloud based Customer Care Registry where the customer can register their complaints with a detailed description, get assigned with an agent to resolve the complaint and able to track the status of the complaint.

Who does the problem affect?	Customers
What is the issue?	Not having any dedicated online complaint register for the customers to get their issues processed, tracked and resolved.
When does this issue occurs?	If customer faces any issue with the products purchased or in the service obtained from the provider.
Where is the issue occurring?	Issue occurs when the customers do not have a proper and faster way to get their problems rectified.
Why it is important to fix the problem?	Customer experience is very much important compared to anything in the business. When a customer faces any issue it should be properly addressed and rectified in order to gain a better user experience