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CUSTOMER CARE REGISTRY

TEAM DETAILS:

Team ID : PNT2022TMID28812

TEAM MEMBERS :

MOULI M

LAL RICHARD E S

GURU AKASH L

MUNNAM PRASANNA KUMAR

1.INTRODUCTION
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 services 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.

PURPOSE OF THE PROJECT :

- 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 cases customer services is more important if the information relates to a service as opposed to as Customer

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

2.LITERATURE SURVEY

TITLE- CUSTOMER CARE REGISTRY

AUTHOR- YusufIndra Wibowo1

DESCRIPTION

 Previous research or relevant research is very important in a scientific research or article. Previous research or relevant research serves to strengthen the theory and influence of relationships or influences between variables. Article in review customer satisfaction determination and complaint level: Product Quality and Service Quality Analysis, A Study of Marketing Management Literature. The purpose of writing this article is to build a hypothesis of influence between variables to be used in future research. The result of this research library is that: 1) Product Quality affects Customer Satisfaction; 2) Service Quality affects Customer Satisfaction; 3) Product Quality affects complaint level; 4) Service Quality affects complaint level; and 5) Customer Satisfaction affects complaint level.

TITLE- CUSTOMER CARE REGISTRY

AUTHOR- Shruthi Sivaprakasam J. Jayashree R. Shanmuga Cyprian

DESCRIPTION

 Customer satisfaction is decisive for construction field and firms relying on customer's relationship. Measuring the customer satisfaction has several benefits such as for improving communication between parties, evaluation of progress towards goals and enabling of mutual agreement and monitoring results. This paper focuses on analyzing the satisfaction factors of customers including all aspects of products and services in the construction projects. In this study factors for customer satisfaction in construction industry are taken from the past literature review. The literature reviews are summarized and various factors related to customer satisfaction in construction industry based on

literature review summary

TITLE- CUSTOMER CARE REGISTRY

AUTHOR- Mona N. Shah, VineetRaitani, Aditiya Oza and Kunal Gupta(2017)

DESCRIPTION

Customer Satisfaction Study Of The Mumbai Metro Service". In this study they investigated about the service quality of the metro service based on the performance leading to customer satisfaction. The survey was conducted and analyzed with SPSS tool. This survey is based on Gap 5 SERVQUAL model and identified the level of satisfaction with their parameter

TITLE- CUSTOMER CARE REGISTRY

AUTHOR- Pooria Rashvandand Muhd ZaimiAbd Majid (2014)

DESCRIPTION

Critical Criteria on Client and Customer Satisfaction for the Issue of Performance Measurement". The outcome of this paper is to establish the client and customer satisfaction criteria as the two key stakeholders in construction project for the issue of performance measurement based on the reviewed data. The methodology of this study is based on comprehensive literature review of performance measurements for client and customer whereby the data were analyzed, using the metrics which the additive number of each customer and client-satisfaction criteria are occurring in previous study.From the metric analysis, the common factors for customer and client satisfaction were ranked. From the analysis of this paper, it can be concluded that expectation and perception are the two common critical satisfaction criteria for client and customer that must be considered where the satisfaction is required

TITLE- CUSTOMER CARE REGISTRY

AUTHOR- Rathod Piyush,Dr.Rajiv Bhatt and Dr.Jayesh Pitroda(2016)

DESCRIPTION

"Study of Factors Affecting Customer Satisfaction for Residential Flats in Surat and Ahmedabad city in GujaratRegion of India".In this paper, factors affecting the customer satisfaction among the residential flats are analyzed in the region. They find the satisfaction and un satisfaction factors from flat owners .They find out the factor for customer service satisfaction and un satisfaction factor such as Builder reputation, Materials& Method Used In Construction, LocationOf The Building, Aesthetic Appearance Of The Building, Security Provisions, Fire Safety and Protection, Size and space of rooms, Drawing Or Living Room, Bathroom, Area Calculation, Ventilation, Water supply, Parking, Recreational Facilities and Interiors of building

PROBLEM STATEMENT:

PS – 1
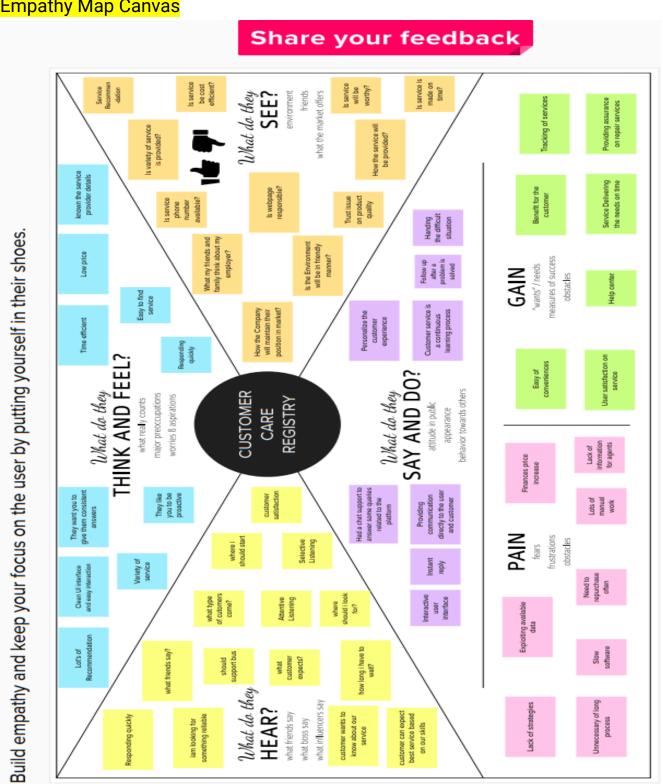
PS – 2

Problem Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	a buyer	buy a phone online	it takes a long time	the webpage is not responsive	annoyed
PS-2	a buyer	add an item to my cart	but I cannot add the item to my cart	the add to my cart button is faulty	disappointed

3.IDEATION & PROPOSED SOLUTION

Empathy Map Canvas

Ideation & Brainstorming

Proposed solution:

S.No.	Parameter	Description
1.	Problem Statement (Problem to be solved)	To solve customer issues using Cloud Application Development.
2.	Idea / Solution description	Assigned Agent routing can be solved by directly routing to the specific agent about the issue using the specific Email. Automated Ticket closure by using daily sync of the daily database. Status Shown to the Customer can display the status of the ticket to the customer. Regular data retrieval in the form of retrieving lost data.
3.	Novelty / Uniqueness	Assigned Agent Routing, Automated Ticket Closure, Status Shown to the Customer, and Backup data in case of failures.
4.	Social Impact / Customer Satisfaction	Customer Satisfaction, Customer can track their status and Easy agent communication.
5.	Business Model (Revenue Model)	Key Partners are Third-party applications, agents, and customers. Activities held as Customer Service, System Maintenance. Key Resources support Engineers, Multi-channel. Customer Relationship have 24/7 Email Support, Knowledge-based channel. Cost Structure expresses Cloud Platform, Offices
6.	Scalability of the Solution	The real goal of scaling customer service is providing an environment that will allow your customer service specialists to be as efficient as possible. An environment where they will be able to spend less time on grunt work and more time on actually resolving critical customer issues

Problem solution fit:

Problem-Solution fit canvas 2.0

1. CUSTOMER SEGMENT(S) (CS)

Who is your customer?

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.

6. CUSTOMER (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.

1) This application will be supported by almost all the devices.
2) The solution we propose will have an alert via email feature, if expense exceed the given limit.
3) This solution also provides insights in a graphical way.

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

1) By reading the guidelines properly.
2) offer a solution and give options whenever possible.
3) Address to issue within the company.
4) By communicating properly

2. JOBS-TO-BE-DONE / PROBLEMS (J&P)

Which jobs-to-be-done (or problem) do you address for your customers? There could be more than one, explore different sides.

1) The application allow the customers to find the solution for their queries.
2) They will able to categorize their expenses.
3) They will be also given option for the general questions.
4) They also get the free solution where we provide our agents.

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 regulation.

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 question.
4) not reading the guidelines properly

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) Make sure he/she reads the guidelines properly.
2) Make sure they find a proper solution for their queries.

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.

1) Customers can know to solve their solutions.

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 get the from the help desk.

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

1) To design a personal help desk using flask.
2) To provide insights on their queries in a graphical way.

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.

4.REQUIREMENT ANALYSIS

- Serves as a foundation for test plans and project plan.
- Serves as an agreement between developer and customer.
- Process to make stated and unstated requirements clear.
- Process to validate requirement for completeness, ambiguity and feasibility.

Functional requirement:

Functional requirements specify what a system should be able to do through computations, technical details, data manipulation and processing, and other specialized functions. Use cases, which are used to represent behavioural requirements, explain all the instances in which the system makes use of the functional requirements. Non-functional requirements, commonly referred to as "quality requirements," which place restrictions on the design or execution, support functional requirements (such as performance requirements, security, or reliability). Non-functional requirements often take the form "system shall be," while functional needs are typically articulated in the form "system must do." While non-functional needs are defined in the system architecture, the plan for accomplishing functional requirements is detailed in the system design. Functional requirements, as used in requirements engineering, outline specified outcomes of a system.

- Functional requirements are product features or functions that developers must implement to enable users to accomplish their tasks. So, it's important to make them clear both for the development team and the stakeholders. Generally, functional requirements describe system behavior under specific conditions.
- For example: The system sends an approval request after the user enters personal information.
- A search feature allows a user to hunt among various invoices if they want to credit an issued invoice.
- The system sends a confirmation email when a new user account is created.

Non-functional requirements:

In general, non-functional requirements outline what a system is supposed to be rather than what it should be able to perform. Functional requirements are typically expressed as "system shall do," an individual action or component of the system, maybe explicitly in terms of a mathematical function, or as a black box description of an input, output, process, and control functional model, also known as an IPO Model. Non-functional requirements, on the other hand, have the form of "system shall be," which refers to a general characteristic of the system as a whole or of a particular aspect rather than a specific function. The overall characteristics of the system frequently determine whether a development project is a success or a failure.
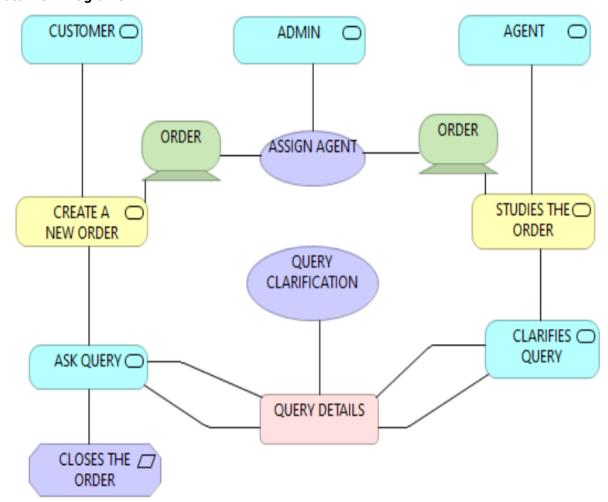
Non-functional requirements are frequently referred to as a product's "quality traits" in error.

- Non-functional requirements, not related to the system functionality, rather define how the system should perform.
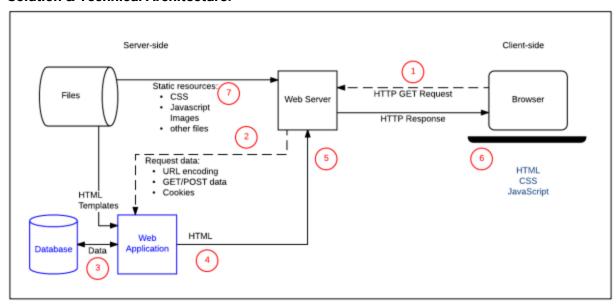
- Some examples are: The website pages should load in 3 seconds with the total number of simultaneous users <5 thousand.
- The system should be able to handle 20 million users without performance deterioration.
- Here's a brief comparison and then we'll proceed to a more in-depth explanation of each group.
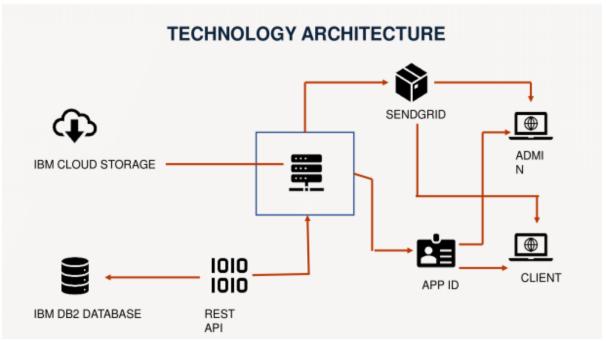
5.PROJECT DESIGN

Data Flow Diagrams:

Solution & Technical Architecture:

Server-side

Client-side

Files

Static resources:
- CSS
- Javascript
  Images
- other files

(7)

Web Server

(1)

HTTP GET Request

Browser

HTTP Response

(2)

(5)

(6)

HTML
CSS
JavaScript

Request data:
- URL encoding
- GET/POST data
- Cookies

HTML
Templates

Database

Data

(3)

Web
Application

HTML

(4)

TECHNOLOGY ARCHITECTURE

SENDGRID

ADMIN

IBM CLOUD STORAGE

APP ID

CLIENT

IBM DB2 DATABASE

REST
API

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 by entering my email, password, and confirming my password	I can access my account / dashboard	High	Sprint-1
	login	USN-2	As a customer, I can login to the application by entering correct email and password.	I can access my account/dashboard.	High	Sprint-1
	Dashboard	USN-3	As a customer, I can see all the orders raised by me.	I get all the info needed in my dashboard.	Low	Sprint-2
	Order creation	USN-4	As a customer, I can place my order 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 conversations with the assigned agent and get my queries clarified	My queries are clarified.	High	Sprint-3
	Forgot password	USN-6	As a customer, I can reset my password by this option in case I forgot my old password	I get access to my account again	Medium	Sprint-4
	Order details	USN-7	As a Customer ,I can see the current stats of order	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
	Dashboard	USN-2	As an agent, I can see the order 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/her doubts	I can clarify the issues.	High	Sprint-3
	Forgot password	USN-4	As an agent I can reset my password by this option in case I forgot my old password.	I get access to my account again.	Medium	Sprint-4
Admin (Mobile user)	login	USN-1	As a admin, I can login to the application by entering Correct email and password	I can access my account/dashboard	High	Sprint-1
	Dashboard	USN-2	As an admin I can see all the orders raised in the entire system and lot more	I can assign agents by seeing those order.	High	Sprint-1

Admin (Mobile user)	Login	USN-1	As a admin, I can login to the appliaction by entering Correct email and password	I can access my account/dashboard	High	Sprint-1
	Dashboard	USN-2	As an admin I can see all the orders raised in the entire system and lot more	I can assign agents by seeing those order.	High	Sprint-1
	Agent creation	USN-3	As an admin I can create an agent for clarifying the customers queries	I can create agents.	High	Sprint-2
	Assignment agent	USN-4	As an admin I can assign an agent for each order created by the customer.	Enable agent to clarify the queries.	High	Sprint-1
	Forgot password	USN-5	As an admin I can reset my password by this option in case I forgot my old password.	I get access to my account.	High	Sprint-1

6. PROJECT PLANNING & SCHEDULING

'Project Planning and Scheduling', though separate, are two sides of the same coin in project management. Fundamentally, 'Project planning' is all about choosing and designing effective policies and methodologies to attain project objectives. While 'Project scheduling' is a procedure of assigning tasks to get them completed by allocating appropriate resources within an estimated budget and time-frame. The basis of project planning is the entire project. Unlikely, project scheduling focuses only on the project-related tasks, the project start/end dates and project dependencies. Thus, a 'project plan' is a comprehensive document that contains the project aims, scope, costing, risks, and schedule. And a project schedule includes the estimated dates and sequential project tasks to be executed.

The project planning phase refers to:
- Developing a project to make it ready for investment
- Determines the jobs/tasks required to attain project objectives

Sprint Planning & Estimation:

☐ Sprint planning is an event in scrum that kicks off the sprint.
☐ The purpose of sprint planning is to define what can be delivered in the sprint and how that work will be achieved.
☐ Sprint planning is done in collaboration with the whole scrum team.
☐ In scrum, the sprint is a set period of time where all the work is done.
☐ However, before you can leap into action you have to set up the sprint.
☐ You need to decide on how long the time box is going to be, the sprint goal, and where you're going to start.
☐ The sprint planning session kicks off the sprint by setting the agenda and focus.
☐ If done correctly, it also creates an environment where the team is motivated, challenged, and can be successful.
☐ Bad sprint plans can derail the team by setting unrealistic expectations.

SPRINT 1:

HOMEPAGE

Verify user is able to see the Login/Signup pop-up when user clicked on My account button

Steps To Execute : 1.Enter URL and click go 2.Scroll down 3.Verify login/Singup pop-up displayed or not

Actual Result : Working as expected

status : PASS

LOGIN PAGE

Verify user is able to see the User home page when user finish on submitting Credentials

Steps To Execute :1.Enter URL and click go 2. To the User Login page and submit Your Credentials

Actual Result : USER Home Page pop-up should display

status : PASS

ADMIN PAGE

Verify user is able to see the ADMIN home page when user finish on submitting Credentials

Steps To Execute : 1.Enter URLand click go 2. To the User Login page and submit Your Credentials

Actual Result : ADMIN Home Page pop-up should display

status : PASS

AGENT LOGIN PAGE

On delete Button the user Credentials will be deleted

Steps To Execute : 1.Enter URL and click go 2. To the User Login page and submit Your Credentials

Actual Result : ADMIN Home Page pop-up should display Acceptance Testing

status : PASS

Sprint 2 :

HOMEPAGE

Verify user is able to see the Login/Signup pop-up when user clicked on My account button

Steps To Execute : 1.Enter URL and click go 2.Scroll down 3.Verify login/Singup pop-up displayed or not

Actual Result : Working as expected

status : PASS

AGENT LOGIN PAGE

On delete Button the user Credentials will be deleted

Steps To Execute : 1.Enter URL and click go 2. To the User Login page and submit Your Credentials **Actual Result :** ADMIN Home Page pop-up should display Acceptance Testing

status : PASS

<u>LOGIN PAGE</u>
Verify the User has No Complaint
Steps To Execute : 1.Enter URL and click go 2. To the User Login page and submit Your Credentials
Actual Result : No Complaint should shown
status : PASS

<u>ADMIN PAGE</u>
Verify the overall select the database for User
Steps To Execute : 1.Enter URL and click go 2. To the User Login page and submit Your Credentials
Actual Result : Delect the overall Agent database delect
status : PASS

<u>WEBCHAT</u>
    A chatbot is a support system for your customer service. Using artificial intelligence and natural language processing, your chatbot can simulate conversation with a user through messaging applications, websites, mobile apps and more, giving them accurate and relevant information. By powering your AI chatbot with Watson Assistant, you can avoid the difficulties associated with traditional chatbot building platforms and build a tool that will improve your customer support.

Sprint 3:

<u>HOMEPAGE</u>
Verify user is able to see the Login/Signup pop-up when user clicked on My account button
Steps To Execute : 1.Enter URL and click go 2.Scroll down 3.Verify login/Singup pop-up displayed or not
Actual Result : Working as expected
status : PASS

<u>COMPLAINT PAGE</u>
Verify user is able to see the User home page when user finish on submitting Credentials
Steps To Execute : 1.Enter URL and click go 2. To the User Login page and submit Your Credentials
Actual Result : USER Home Page pop-up should display
status : PASS

<u>ADMIN PAGE</u>
Verify user is able to see the ADMIN home page when user finish on submitting Credentials
Steps To Execute : 1.Enter URL and click go 2. To the User Login page and submit Your Credentials
Actual Result : ADMIN Home Page pop-up should display
status : PASS

<u>AGENT LOGIN PAGE</u>
On delete Button the user Credentials will be delected
Steps To Execute : 1.Enter URL and click go 2. To the User Login page and submit Your Credentials
Actual Result : ADMIN Home Page pop-up should display Acceptance Testing
status : PASS

Sprint 4 :

- Testing the user and Admin login page
- Testing the sign in and sign up
- Testing the all page
- **status :** PASS
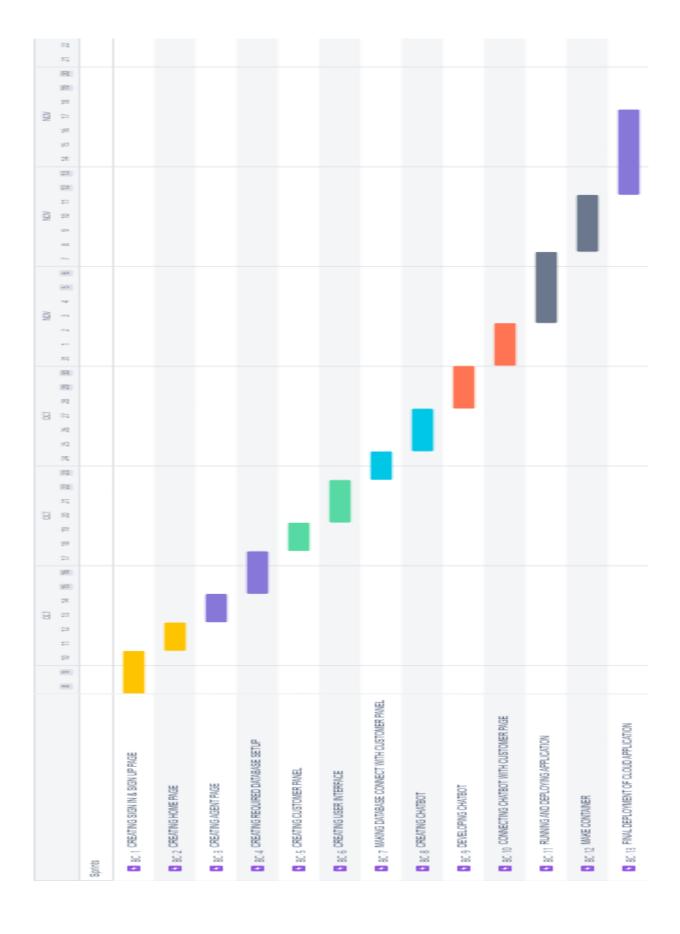
<u>Reports from JIRA :</u>

Jira's value proposition heavily relies on its reporting capabilities. By delivering critical insights in real time, reporting elevates the value of your Jira deployment and empowers your team to take informed decisions that improve output and performance. It is crucial to evaluate each project's status in order to accomplish objectives and control workloads.

Jira reports can aid teams in quickly identifying and resolving performance, bandwidth, and workflow obstacles, enabling them to stay on top of both short-term and long-term projects. It's crucial to note that Jira provides a variety of tools and reports to assist you in getting a clear picture of your team's progress, each with unique advantages, restrictions, and applications. Each team or organization should utilize the reports and resources that

Sprints

Task	Name
BC 1	CREATING SIGN IN & SIGN UP PAGE
BC 2	CREATING HOME PAGE
BC 3	CREATING AGENT PAGE
BC 4	CREATING REQUIRED DATABASE SETUP
BC 5	CREATING CUSTOMER PANEL
BC 6	CREATING USER INTERFACE
BC 7	MAKING DATABASE CONNECT WITH CUSTOMER PANEL
BC 8	CREATING CHATBOT
BC 9	DEVELOPING CHATBOT
BC 10	CONNECTING CHATBOT WITH CUSTOMER PAGE
BC 11	RUNNING AND DEPLOYING APPLICATION
BC 12	MAKE CONTAINER
BC 13	FINAL DEPLOYMENT OF CLOUD APPLICATION

7.CODING & SOLUTIONING

Features

- Friendliness This is the most basic customer need that's associated with things like courtesy and politeness. Friendly agents are a top indicator of a good customer experience, according to the customers surveyed in our 2021 Trends Report.

- Empathy Customers need to know the organization understands and appreciates their needs and circumstances. In fact, 49% surveyed in our 2021 Trends Report said they want agents to be empathetic.

- Fairness Customers must feel that they're getting adequate attention and fair and reasonable answers.

- Control Customers want to feel like they have an influence on the outcome. You can empower your customers by listening to their feedback and using it to improve.

- Alternatives Customers want choice and flexibility from customer service; they want to know there is a range of options available to satisfy them. In fact, high-performing companies are more likely to provide customers with a choice of customer service channels. 50% of high performers have adopted an omnichannel support strategy, compared to 18% of their lower-performing peers.

- Information Customers want to know about products and services in a pertinent and time-sensitive manner; too much information and selling can be off-putting for them. A knowledge base is a great way to provide existing customers with the information they need, when they need it. And highperforming CX teams are more likely to offer a knowledge base, according to our research.

- Time Customers' time is valuable, and organizations need to treat it as such. 73% of customers said resolving their issues quickly is the top component of a good customer experience. To deliver on that expectation, CX teams need customer service software that arms them with tools to respond to customers quickly and effectively

8.TESTING

Testcase:

Test case ID	Feature Type	Component	Test Scenario	Steps To Execute	Expected Result	Actual Result	Status	Commnets	TC for Automation(Y/N)	Executed By
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/Singup popup displayed or not	Login/Signup popup should display	Working as expected	PASS	Successfull	Y	MOULI GURU AKASH
LoginPage_TC_OO2	UI	Home Page	Verify the UI elements in Login/Signup popup	1.Enter URL and click go 2.Click on Signup button for User 3.Verify login/Singup popup with below UI elements: a.id text box b.password text box c.Login button d.New customer? Create account link e.Last password? Recovery password link	Application should show below UI elements: a.email text box b.password text box c.Login button with orange colour d.New customer? Create account link e.Last password? Recovery password link	Working as expected	PASS	Successful	Y	LAL RICHARD
LoginPage_TC_OO3	Functional	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 ID in ID text box 4.Enter valid password in password text box 5.Click on login button	User should navigate to user account homepage	Working as expected	PASS	Successful	Y	PRASANNA KUMAR , GURU AKASH
LoginPage_TC_OO4	Functional	Login page	Verify user is able to log into application with InValid credentials	1.Click on My Account dropdown button 2.Enter InValid ID in ID text box 3Enter valid password in password text box 4.Click on login button	Application should show 'Incorrect email or password ' validation message.	Working as expected	PASS	Successful	Y	MOULI M
LoginPage_TC_OO5	Functional	Login page	Verify user is able to log into application with InValid credentials	1.Click on My Account dropdown button 2.Enter Valid ID in ID text box 3.Enter Invalid password in password text box 4.Click on login button	Application should show 'Incorrect email or password ' validation message.	Working as expected	PASS	Successful	Y	LAL RICHARD
LoginPage_TC_OO6	Functional	Login page	Verify user is able to log into application with InValid credentials	1.Click on My Account dropdown button 2.Enter InValid ID in ID text box 3.Enter Invalid password in password text box 4.Click on login button	Application should show 'Incorrect email or password ' validation message.	Working as expected	PASS	Successful	Y	GURU AKASH

LoginPage_TC_OO7	Functional	Login page	Verify User is able to log into application with Valid Credentials	1.Click on My Account dropdown button 2.Enter InValid ID in ID text box 3.Enter Invalid password in password text box. 4.Click on login button	Application should show 'correct email or password ' validation message.	Working as expected	PASS	Successful	Y	MUNNAM PRASANNA KUMAR
LoginPage_TC_OO8	Functional	Login page for ADMIN	Verify User is able to log into application with Valid Credentials	1.Click on My Account dropdown button 2.Enter InValid ID in ID text box 3.Enter Invalid password in password text box. 4.Click on login button	Application should show 'correct email or password ' validation message.	Working as expected	PASS	Successful	Y	MOULI M
LoginPage_TC_OO9	UI	ADMIN PAGE	Verify all the Customer database is visible	1.Click on My Account dropdown button 2.Enter InValid ID in ID text box 3.Enter Invalid password in password text box. 4.Click on login button	-Customer database is visible	Working as expected	PASS	Successful	Y	LAL RICHARD E S
LoginPage_TC_O10	Functional	USER REGISTER	Verify Id sent to customer email address	1.Register the account by giving credentials 2. Click on button Submit	Email sent successfully	Working as expected	PASS	Successful	V	GURU AKASH
LoginPage_TC_O11	Functional	AGENT REGISTER	Verify AGENT is able to log into application with Valid Credentials	1.Click on My Account dropdown button 2.Enter InValid ID in ID text box 3.Enter Invalid password in password text box. 4.Click on login button	ID sent successfully	Application should show 'correct email or password ' validation message.	PASS	Successful	Y	LAL RICHARD E S
LoginPage_TC_O12	Functional	Login page for ADMIN	Verify User is able to log into application with InValid Credentials	1.Click on My Account dropdown button 2.Enter InValid ID in ID text box 3.Enter Invalid password in password text box. 4.Click on login button	Application should show 'Incorrect ID or password ' validation message.	Working as expected	PASS	Successful	Y	MUNNAM PRASANNA KUMAR
LoginPage_TC_O13	UI	Home page for Agent	Verify user is able to see the agent home page when user finish on submitting Credentials	Click the Agent Login page and submit Your Credentials	AGENT Home Page popup should display	Working as expected	PASS	Successful	Y	MOULI M

Test case ID	Feature Type	Component	Test Scenario	Steps To Execute	Expected Result	Actual Result	Status	Comments	TC for Automation(Y/N)	Executed By
LoginPage_TC_O14	UI	Home page for USER	Verify user is able to see the User home page when user finish on submitting Credentials	Click the User Login page and submit Your Credentials	USER Home Page popup should display	Working as expected	PASS	Successful	Y	GURU AKASH
LoginPage_TC_O15	UI	Home page for ADMIN	Verify user is able to see the ADMIN home page when user finish on submitting Credentials	Click the User Login page and submit Your Credentials	ADMIN Home Page popup should display	Working as expected	PASS	Successful	Y	LAL RICHARD
LoginPage_TC_O16	Functional	ADMIN PAGE	On delete Button the new Credentials will be deleted	Click the User Login page and submit Your Credentials	ADMIN Home Page popup should display	Working as expected	PASS	Successful	Y	MUNNAM PRASANNA KUMAR

Test case ID	Feature Type	Component	Test Scenario	Steps To Execute	Expected Result	Actual Result	Status	Comments	TC for Automation(Y/N)	Executed By
User_Page_TC_O01	Functional	USER PAGE	Verify user is able to see the Show Complaint popup when clicked on popup	1.Enter URL and click go 2.Scroll down 3.Verify login/Singup popup displayed or not	Show Complaint popup should display	Working as expected	PASS	Successfull	Y	MOULI M
User_Page_TC_O02	UI	USER PAGE	Verify the User has No Complaint	Click on the Url and go to user page by giving Correct Credentials	No Complaint should shown	Working as expected	PASS	Successful	Y	LAL RICHARD
User_Page_TC_O03	UI	USER PAGE	Verify User Total Complaint is Zero	Click on the Url and go to user page by giving Correct Credentials	Total Number of Complaint is Zero	Working as expected	PASS	Successful	Y	GURU AKASH

Admin_Page_TC_OO4	Functional	Admin Page	Admin can see the Agent DataBase	1.Enter URL and click go 2.Enter the Credentials for the admin page and submit	Agent Database should display on above agent database.	Working as expected	PASS	Successful	Y	MOULI M
Admin_Page_TC_OO5	Functional	Admin Page	Admin can delect the Agent Database	1.Enter URL and click go 2.Click on submit by giving correct credentials to the admin Page	Delect the agent Database	Working as expected	PASS	Successful	Y	LAL RICHARD E S
Admin_Page_TC_OO6	Functional	Admin Page	Verify the overall Delect the database for User	1.Enter URL and click go 2.Click on submit by giving correct credentials to the admin Page 3.After type the "A" in the Text box for the agent database delect	Delect the overall Agent database delect.	Working as expected	PASS	Successful	Y	GURU AKASH
Admin_Page_TC_OO7	UI	Admin Page	Verify the admin seen the text box for the delect option	1.Enter URL and click go 2.Click on submit by giving correct credentials to the admin Page 3.Admin Can see the text box for delect option	Text box working for the correct Keyword.	Working as expected	PASS	Successful	Y	MUNNAM PRASANNA KUMAR
Home_Page_TC_OO8	UI	Register Account for Agent	Verify I how is able to seen the Register Page for Agent	1.Enter URL and click go 2.Click on the Agent button for register	After register Page popup should seen.	Working as expected	PASS	Successful	Y	MOULI M
Agent_Register_TC_O10	UI	AGENT REGISTER	Verify all the text box will be visible for register	1.Enter URL and click go 2.Click on the Agent button after the text field are visible for the agent to see	Agent Register text fields are visible	Working as expected	PASS	Successful	Y	LAL RICHARD E S

Test Case ID	Type	Module	Description	Steps	Expected Result	Actual Result	Status	Result	Executable	Tester
Agent_Register_TC_O11	Functional	AGENT REGISTER	Verify Id sent to customer email address	1.Enter URLand click go 1.Register the account by giving credentials 2. Click on button Submit	Email sent successfully	Working as expected	PASS	Successful	Y	GURU AKASH
Web_Chat_TC_O11	Functional	WEB CHAT	Click on the Web chat button	1.Enter URL and click go 1.Click on the Web Chat Button	Web chat popup	Working as expected	PASS	Successful	N	MUNNAM PRASANNA KUMAR
Web_chat_TC_O12	UI	WEB CHAT	Web chat button visible	1.Enter URL and click go 1.shown on the Web Chat Button	Web chat visible	Working as expected	PASS	Successful	N	MOULI M
Admin_Login_TC_O13	Functional	AGENT LOGIN	Verify user is able to get login id on emails	1. Enter URLand click go 2.To the Agent Login page getting of emails	Get Notified by Emails	Working as expected	PASS	Successful	Y	LAL RICHARD
Agent_Login_TC_O14	UI	AGENT Login	Visible for text field for enter email id	1.Enter URLand click go 2.To the User Login page and seen your textfields	Text Fields for Email in Agent Page	Working as expected	PASS	Successful	Y	GURU AKASH
LoginPage_TC_O15	UI	USER Login	Visible for text field for enter email id	1.Enter URL and click go 2.To the User Login page and seen your textfields	Text Fields for Email in Agent Page	Working as expected	PASS	Successful	Y	MUNNAM PRASANNA KUMAR
Agent_Login_TC_O16	Functional	AGENT Login	Visible for Password on Forgot Password	1.Enter URLand click go 2.To the Agent Forgot Page after verification Password should Visible	Password should Visible	Working as expected	PASS	Successful	Y	MOULI M

User Acceptance testing:

1. Purpose of Document

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 howthey were resolved

Resolution	Severity 1	Severity 2	Severity 3	Severity 4	Subtotal
By Design	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

This report shows the number of test cases that have passed, failed, and untested

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

Performance report:

USER LOGIN PAGE

AGENT LOGIN PAGE

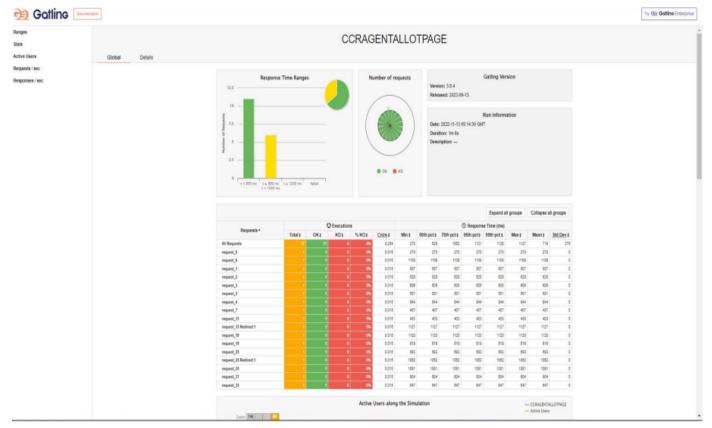# ADMIN LOGIN PAGE

USER COMPLAINT PAGE

10.ADVANTAGES & DISADVANTAGES

Advantages :

Customer loyalty Loyal customers have many benefits for businesses. 91% of customers say a positive customer service experience makes them more likely to make a further purchase (source: Salesforce Research). Also, investing in new customers is five times more expensive than retaining existing ones (source: Invesp). Creating loyal customers through good customer service can therefore provide businesses with lucrative long-term relationships.

Increase profits These long-term customer relationships established through customer service can help businesses become more profitable. Businesses can grow revenues between 4% and 8% above their market when they prioritise better customer service experiences (source: Bain & Company). Creating a better customer service experience than those offered by competitors can help businesses to standout in their market place, and in turn make more sales.

Customer recommendations Providing good customer service can create satisfied customers, who are then more likely to recommend the business to others. 94% of customers will recommend a company whose service they rate as "very good" (source: Qualtrics XM Institute). This is useful, as 90% of customers are influenced by positive reviews when buying a product (source: Zendesk). Customers recommending a

company through word of mouth or online reviews can improve the credibility of the business.

Increase conversion Good customer service can help businesses turn leads into sales. 78% of customers say they have backed out of a purchase due to a poor customer experience (source: Glance). It is therefore safe to assume that providing good customer service will help to increase customer confidence and in turn increase conversion.

Improve public image Customer service can help businesses to improve the public perception of the brand, which can then provide protection if there is a slip up. 78% of customers will forgive a company for a mistake after receiving excellent service (source: Salesforce Research). Meanwhile, almost 90% of customers report trusting a company whose service they rate as "very good." On the other hand, only 16% of those who give a "very poor" rating trust companies to the same degree(source: Qualtrics XM Institute). Creating positive customer experiences is vital in gaining customer trust and creating a strong public image.

Disadvantage :

The Consumer Protection Act in India has numerous restrictions and drawbacks, which are listed in this article.

- Only services for which a particular payment has been made are covered under the consumer protection act. However, it does not protect medical professionals, or hospitals, and covers cases when this act does not apply to free medical care.

- This act does not apply to mandatory services, such as water supply, that are provided by state agencies.

- Only two clauses related to the supply of hazardous materials are covered by this act. Consumer redress is not given any power by the consumer protection act.

- The consumer protection act focuses on the supply of ineffective products, but there are no strict regulations for those who produce it.

11.CONCLUSION

- With this project the details about the product will be given to the customers in detail with in a short span of time.

- Queries regarding the product or the services will also be clarified.

- It provides more knowledge about the various technologies.

12.FUTURE SCOPE

- Self-service: Customers want to figure it out themselves, if they can do so without hassle or consequence.

- Community-based service: Customers helping one another figure it out is going to continue as a trend.

- Predictive support: This requires the innovative use of data, but providing "help" to customers before they know they need it is the holy grail of customer support, and it's coming!

13.APPENDIX

SOURCE CODE :
- **IBM-Project-51206-1660975725**

GitHub:
- **IBM-Project-51206-1660975725**

Project Demo Link:
- **CUSTOMER CARE REGISTRY.COM**

THANK YOU