**CUSTOMER CARE REGISTRY**

**INTRODUCTION**

* 1. **PROJECT OVERVIEW**

This Application has been developed to help the customer in processing their complaints. The customers can raise the ticket with a detailed description of the issue. An Agent will be assigned to the Customer to solve the problem. Whenever the agent is assigned to a customer, they will be notified with an email alert. Customers can view the status of the ticket till the service is provided*.*

**ADMIN**: The main role and responsibility of the admin are to take care of the whole process. Starting from Admin login followed by the agent creation and assigning the customer's complaints. Finally, He will be able to track the work assigned to the agent and a notification will be sent to the customer*.*

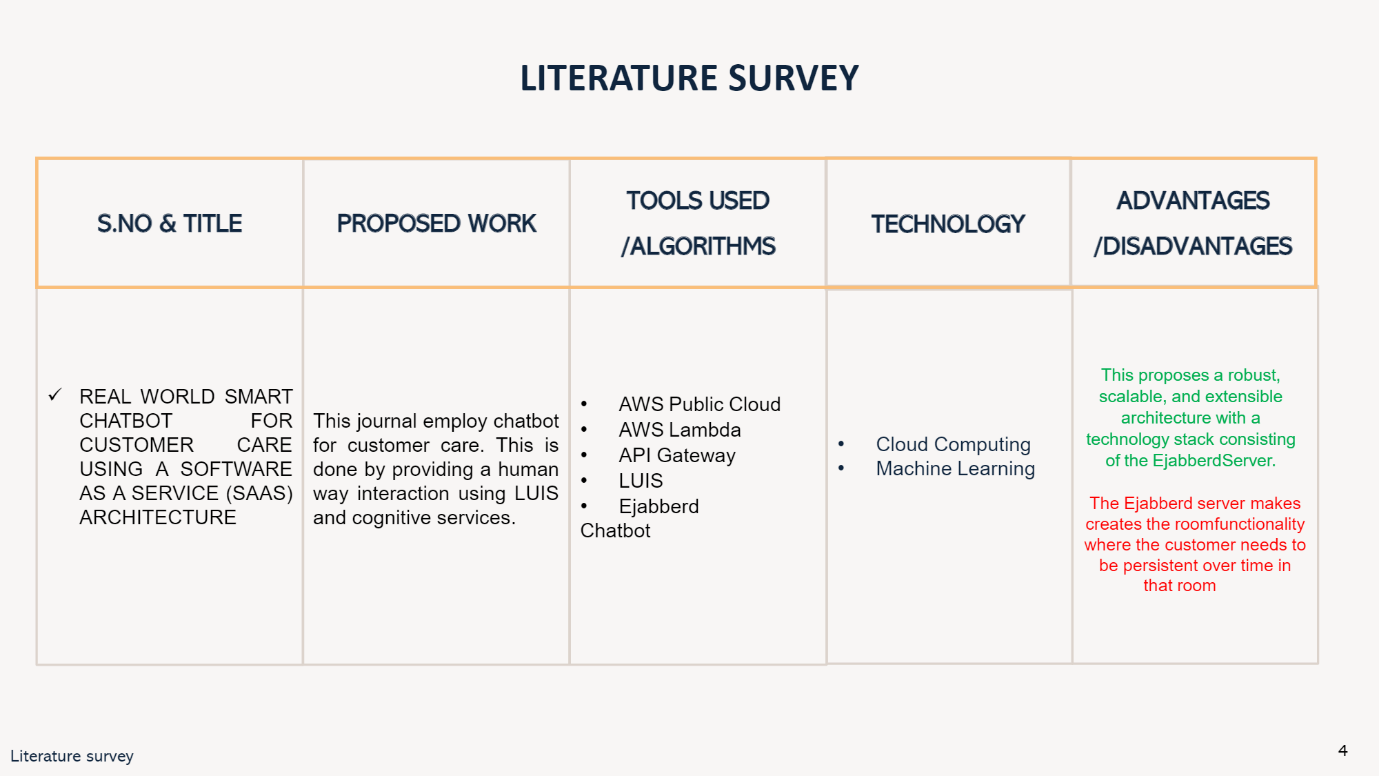
***USER*** *:* They can register for an account. After the login, they can create the complaint with a description of the problem they are facing. Each user will be assigned with an agent. They can view the status of their complaint.

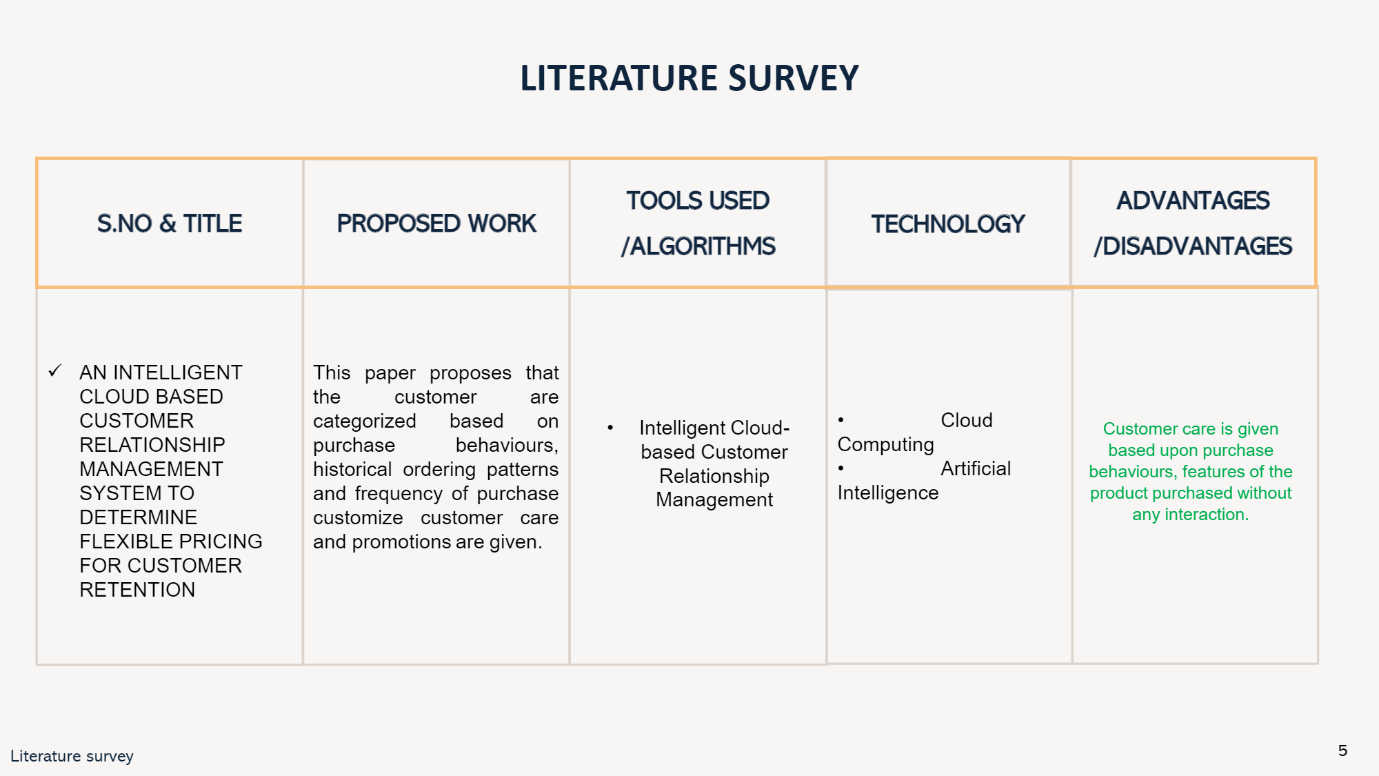
**ADMIN**: After the uset sucessfull Registered their Admin has Quckly Responce to the user.

* 1. **SCOPE**

The scope of the system is quite wide. It can be implemented on a WAP-enabled mobile handset, thus providing the Customers and the Providers, the ease of accessing the projects and their status without any difficulty and within no time.

**2. LITEATURE SURVEY**

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* 1. **EXISTING PROBLEM**

Customer satisfaction is the key metric to measure your customer happiness. Having superior customer satisfaction can create competitive differentiation as well as build your brand image. Not only that, customers are the best judge for what your company offers. However, businesses go through a constant struggle to handle customer service problems and deliver a great service experience, as it is indisputably better to have satisfied customers than dissatisfied customers

* 1. **REFERENCES**

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2. personal. London: Kogan Page; Jain, S.C. (2005). CRM shis the paradigm. Journal of Strategic
3. Marketing, 13 (December), 275–91; Evans, M., O’Malley, L. and Patterson, M. (2004). Exploring
4. direct and customer relationship marketing. London: omson.

Gamble, P., Stone, M. and Woodcock, N. (1999). Customer relationship marketing: up close and

personal. London: Kogan Page; Jain, S.C. (2005). CRM shis the paradigm. Journal of Strategic

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Marketing, 13 (December), 275–91; Evans, M., O’Malley, L. and Patterson, M. (2004). Exploring

direct and customer relationship marketing. London: omson.

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4. Gordon S. Linoff, Michael J. A. Berry, Mining the Web: Transforming Customer Data, Wiley Computer Publishing, Singapore.

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10. www. wikipedia.org

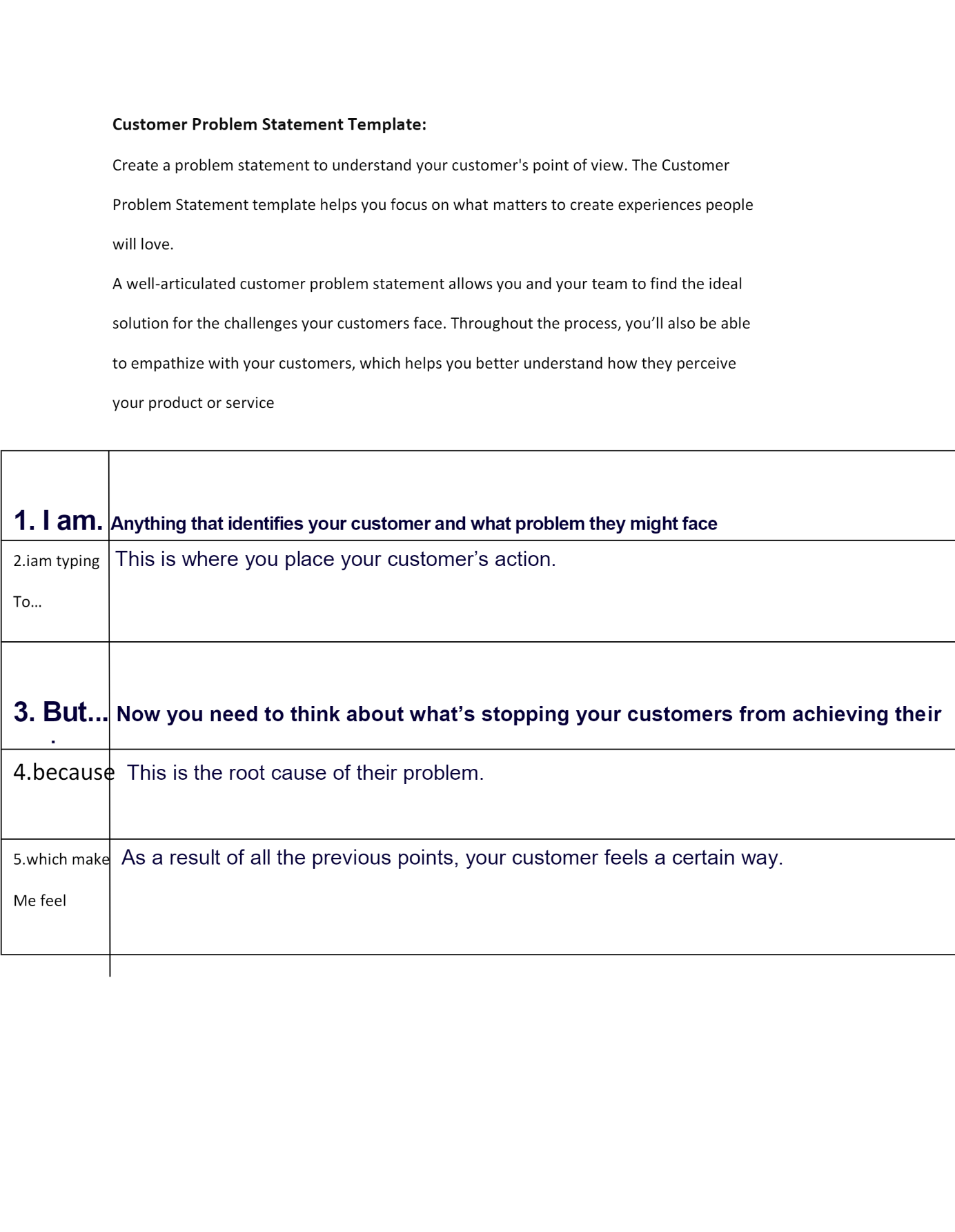
11. www. kenorrinst.com

[12. [www.megaputer.com](http://www.megaputer.com)

13. [www.albionresearch.com](http://www.albionresearch.com)

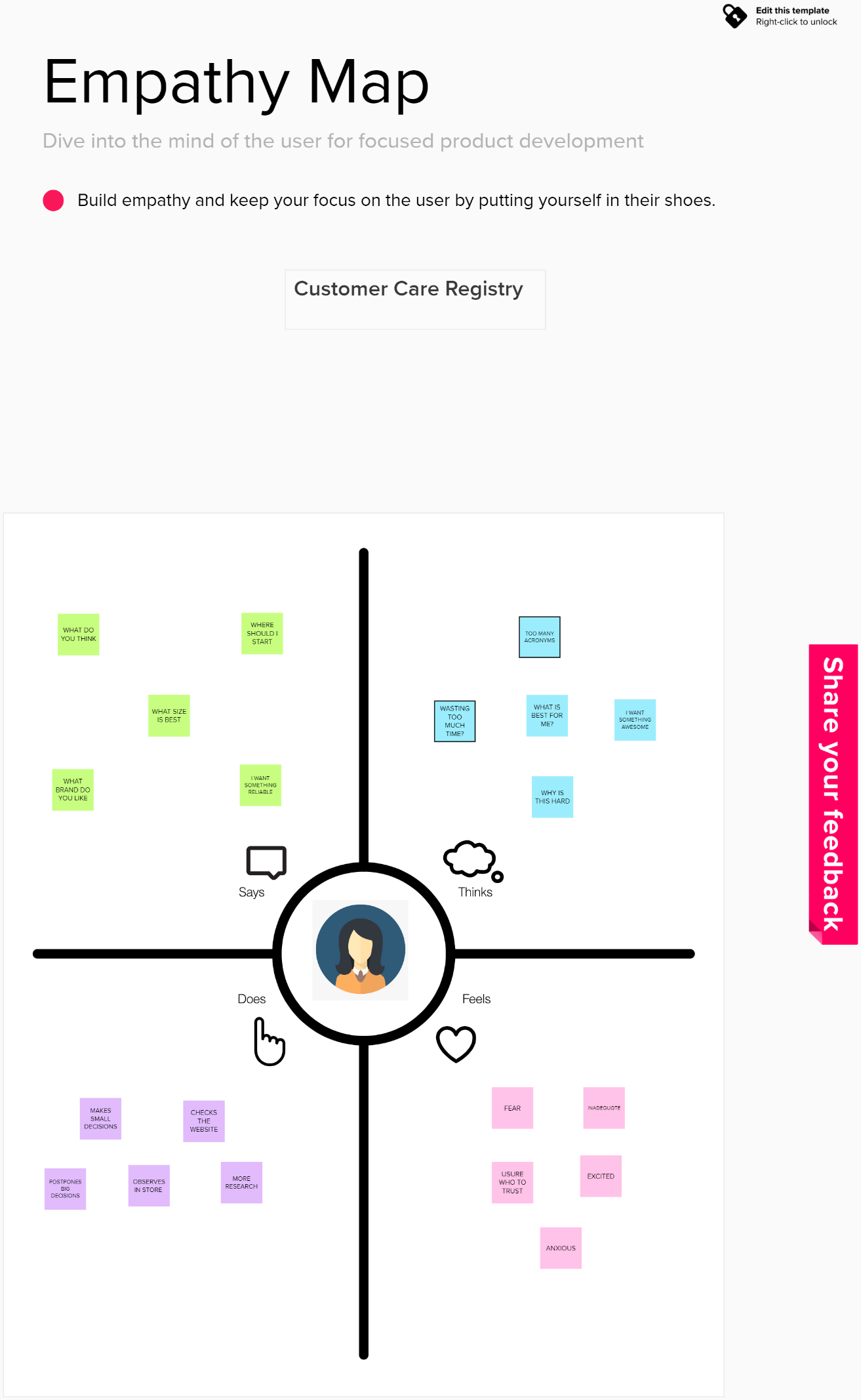
14. www.expresscomputeronline.com

* 1. **PROBLEM STATEMENT DEFINITION**

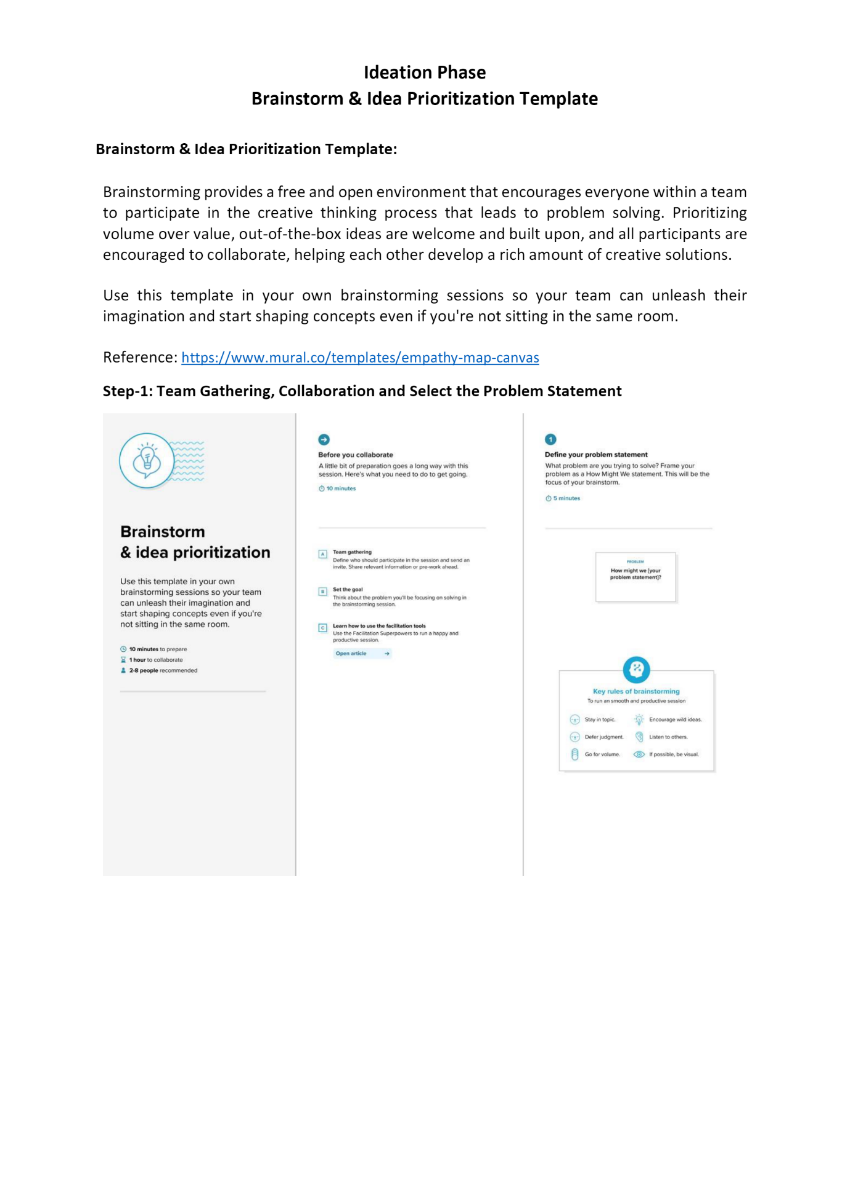
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**3. IDEATION AND PROPOSED SOLUTION**

**3.1 EMPATHY MAP CANVAS**

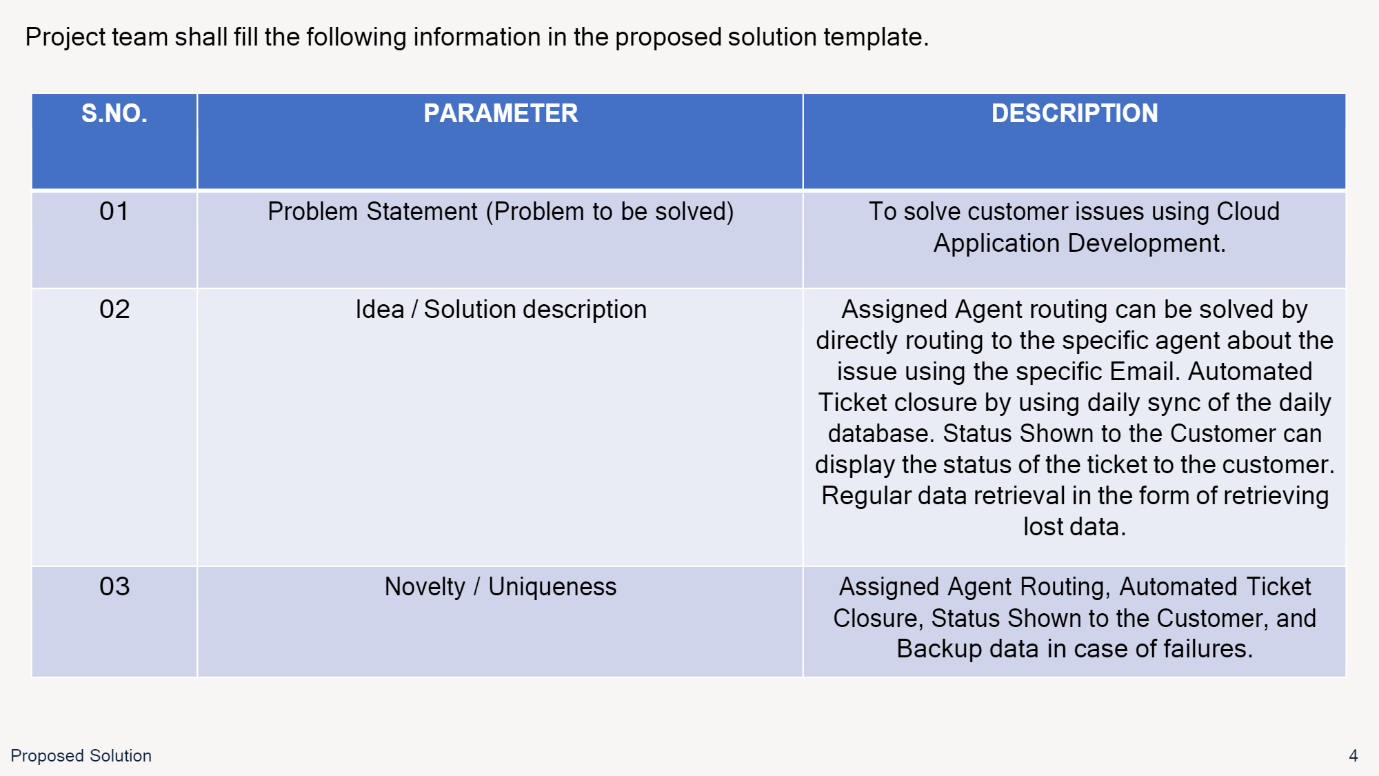


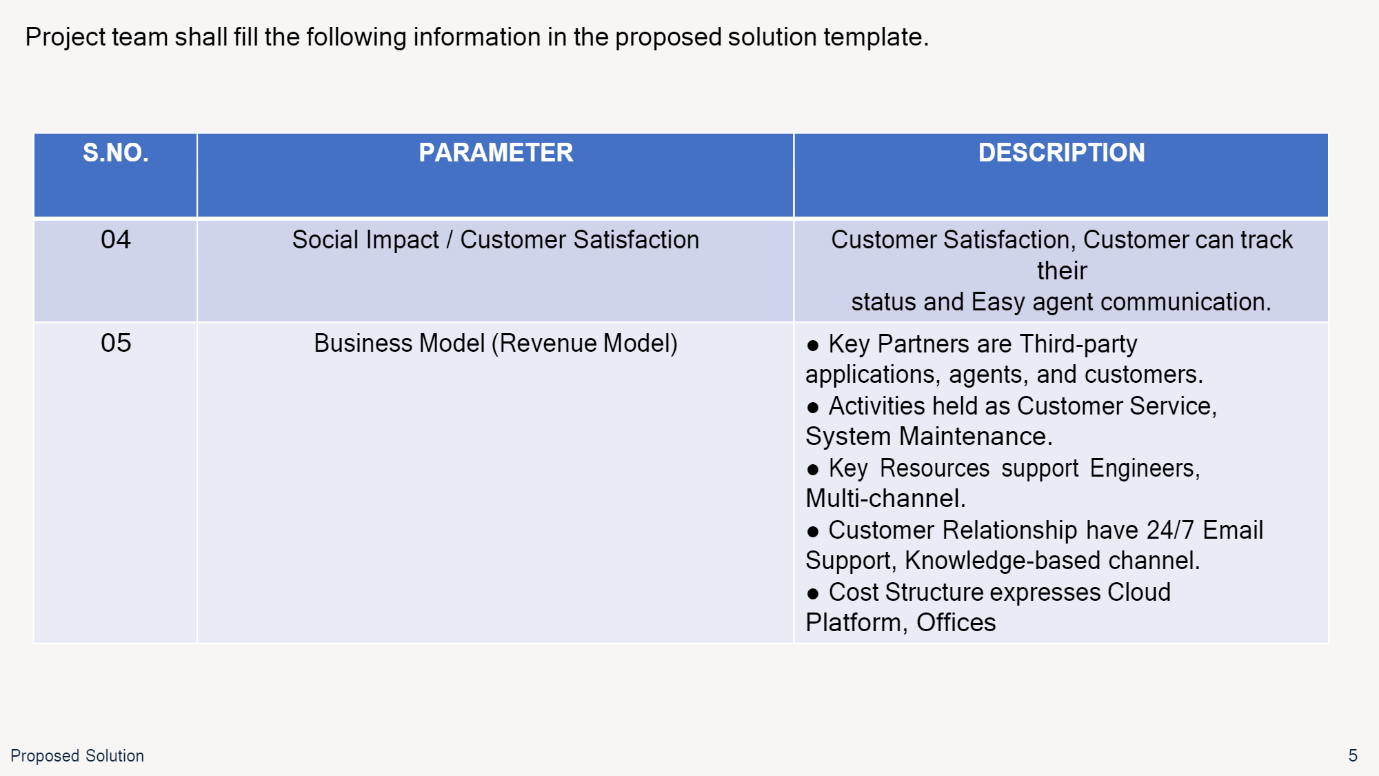
**3.2 IDEATION AND BRAIN STORMING**

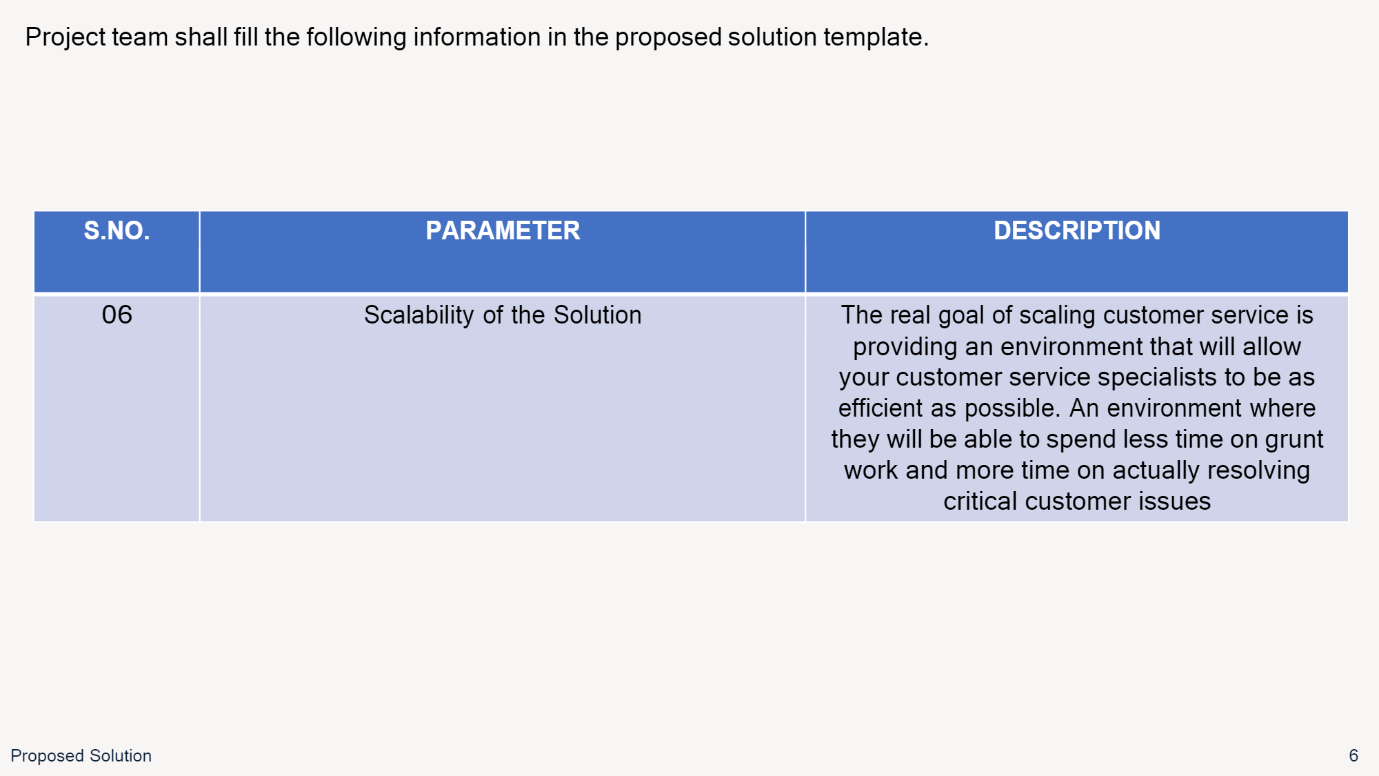




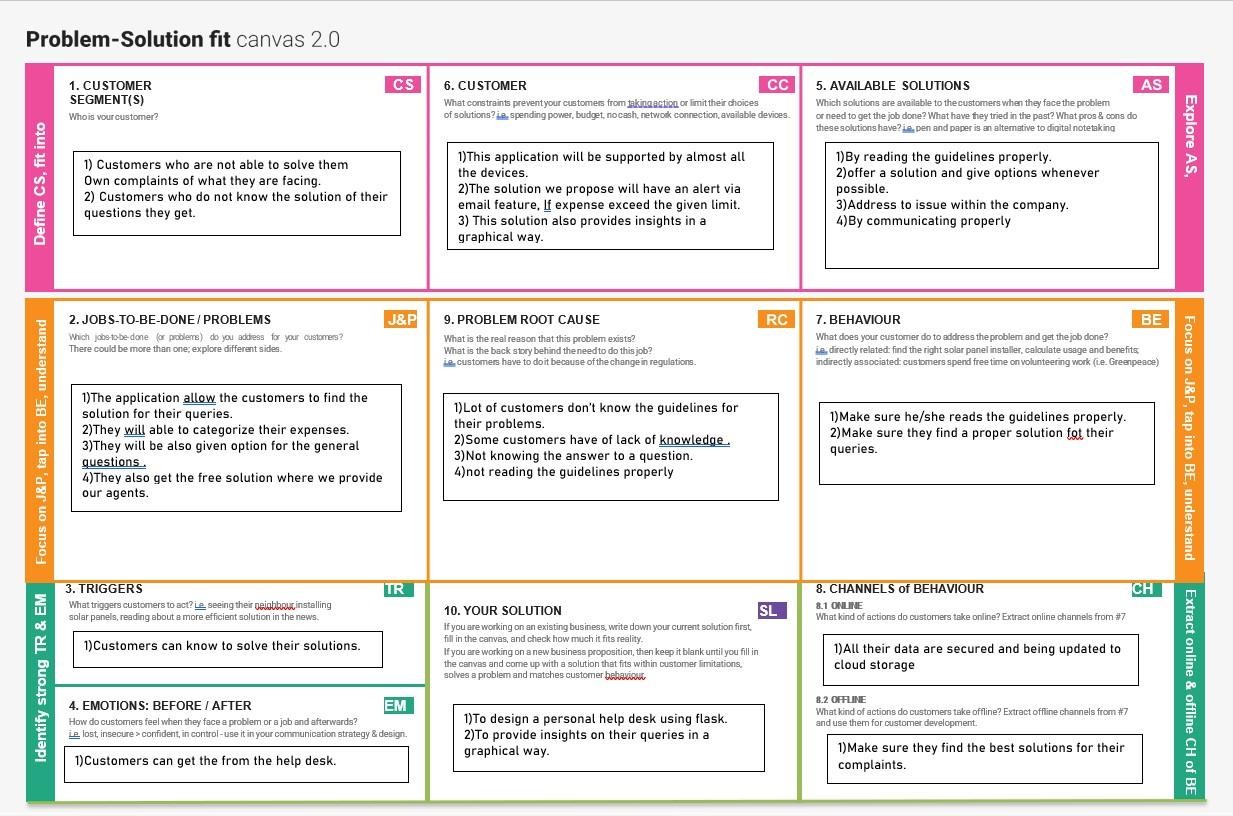
**3.3 PROPOSED SOLUTIONS**





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**3.4 PROBLEM SOLUTION FIT**

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**4.REQUIREMENT ANALYSIS**

**4.1 FUNCTIONAL REQUIRE**

Following are the functional requirements of the proposed solution.

|  |  |  |
| --- | --- | --- |
| **FR No** | **Functional Requirement(Epic)** | **Sub Requirement(Story/ Sub-Task**) |
| 1 | User Registration | Registration through Form Registration through Gmail Registration through Google |
| 2 | User Confirmation | Confirmation via Email Confirmation via OTP |
| 3 | User Login | Login via Google  Login with Email id and Password |
| 4 | Admin Login | Login via Google  Login with Email id and Password |
| 5 | Query Form | Description of the issues Contact information |
| 6 | E-mail | Login alertness |
| 7 | Feedback | Customer feedback |

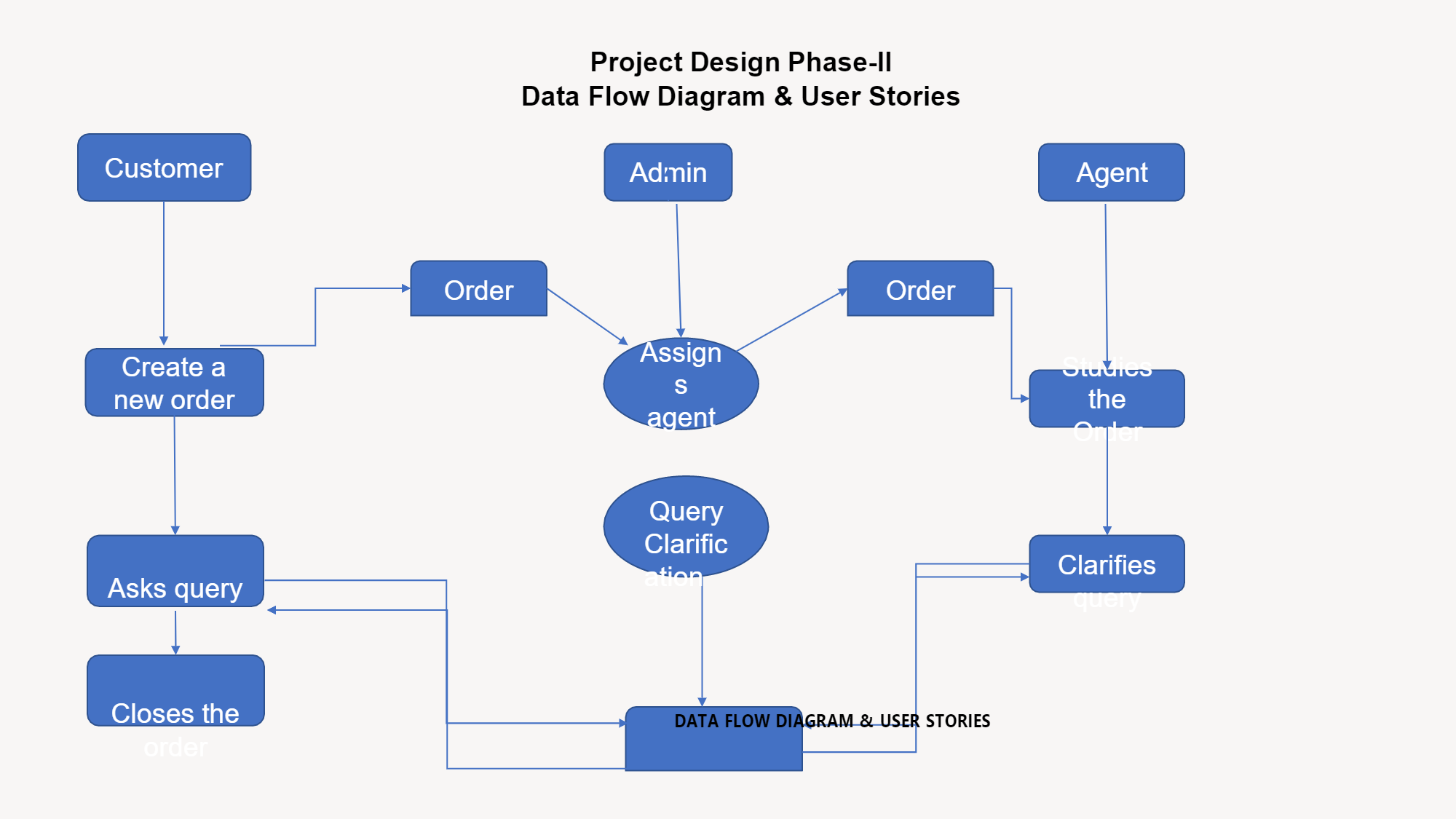
**4.2 NON -FUNCTIONAL REQUIREMENT**

Following are the non-functional requirements of the proposed solution.

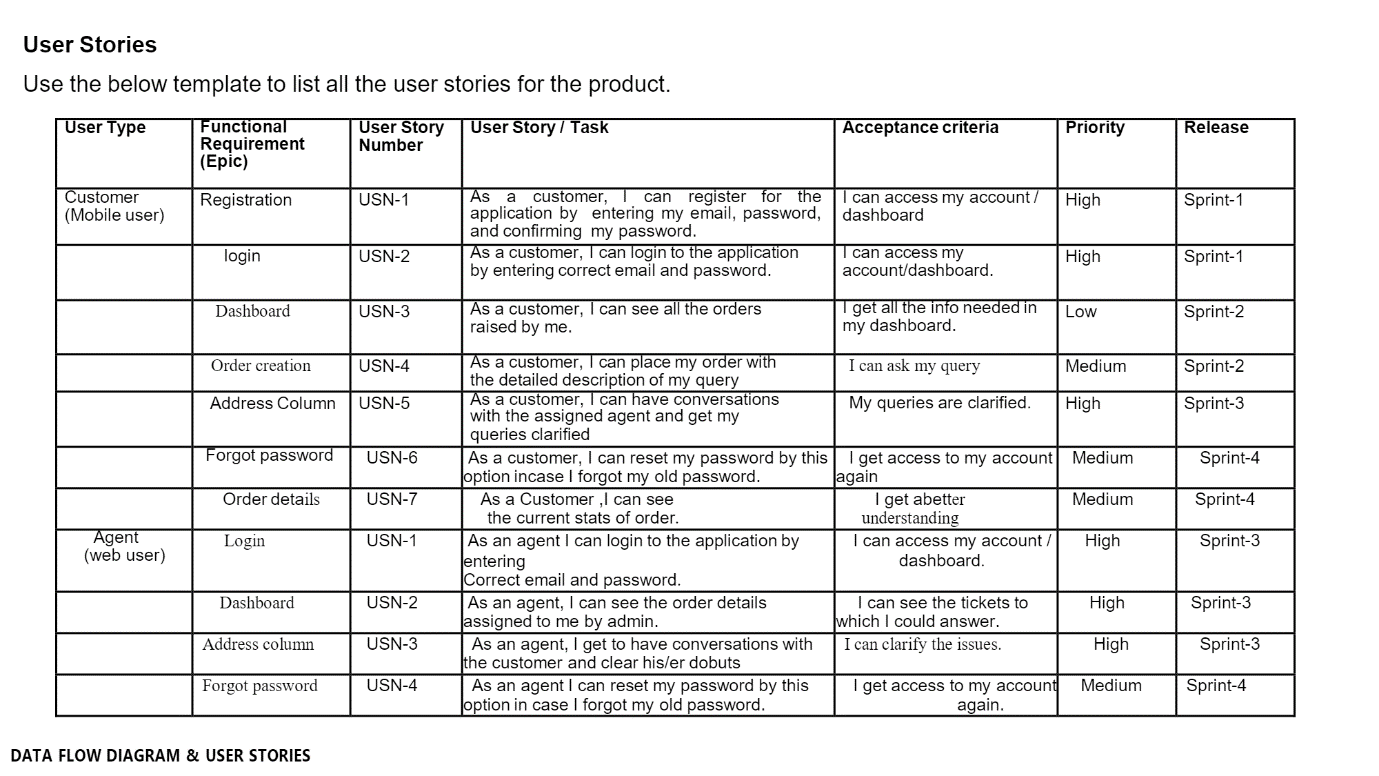
|  |  |  |
| --- | --- | --- |
| FR No | Non-Functional Requirement | Description |
| 1 | Usability | To provide the solution to the problem |
| 2 | Security | Track of login authentication |
| 3 | Reliability | Tracking of decade status through email |
| 4 | Performance | Effective development of web application |
| 5 | Availability | 24/7 service |
| 6 | Scalability | Agents scalability as per the number of customers |

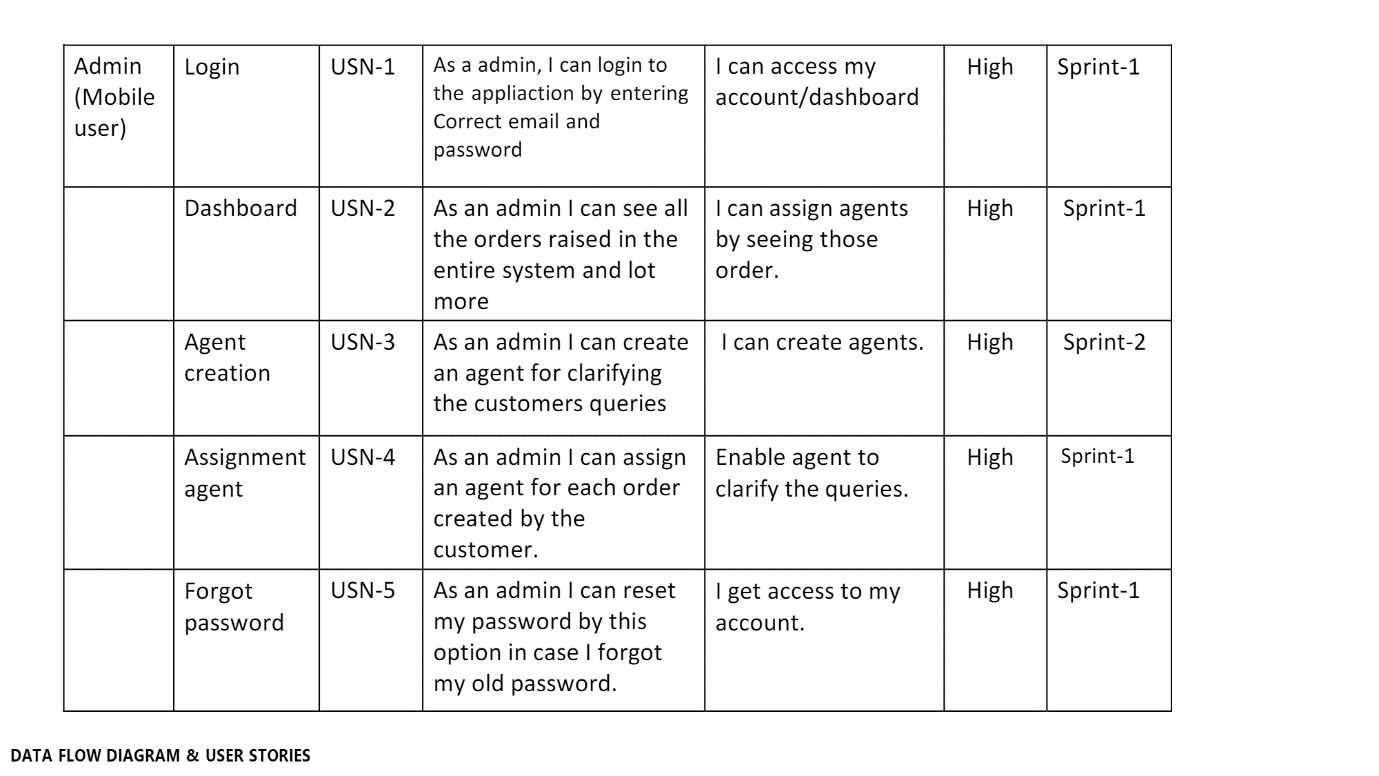
**5.PROJECT DESIGN**

**5.1 DATA FLOW DIAGRAMS**

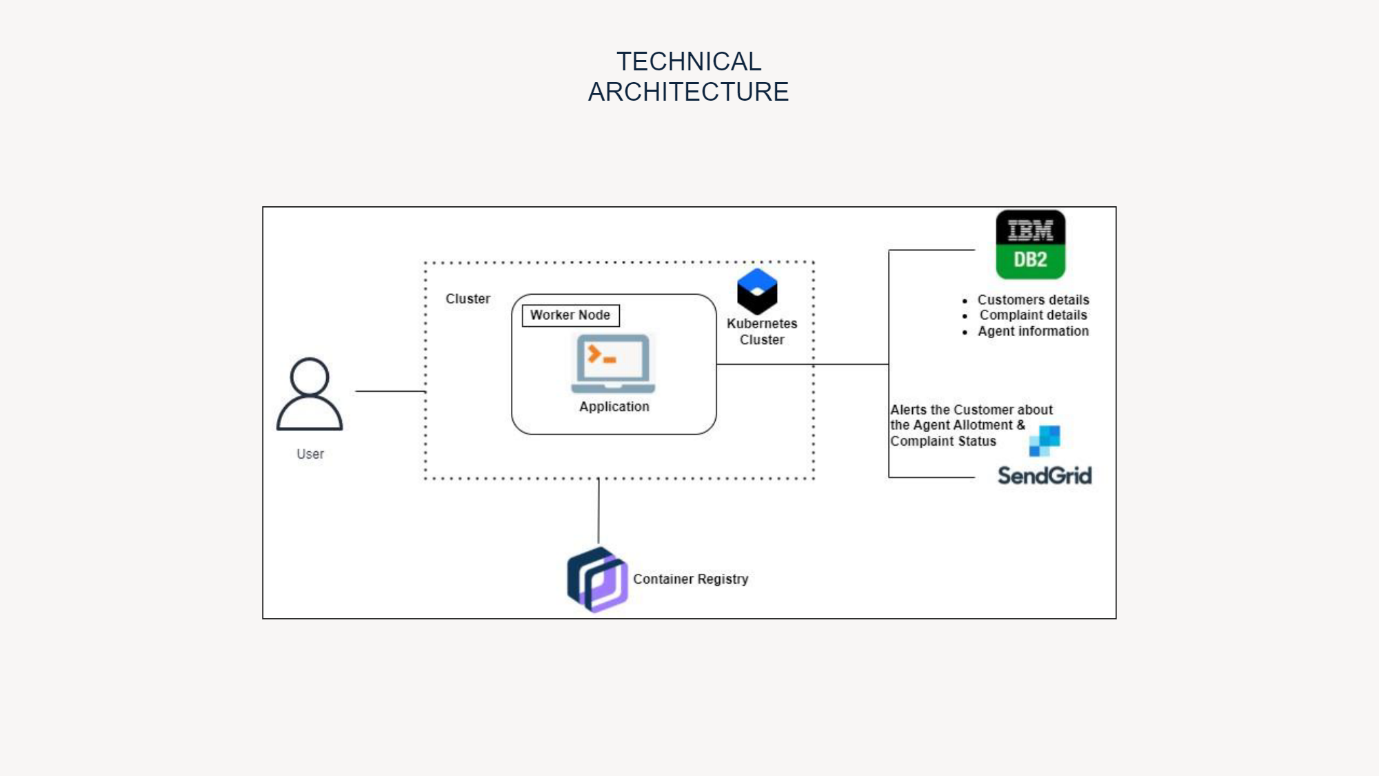
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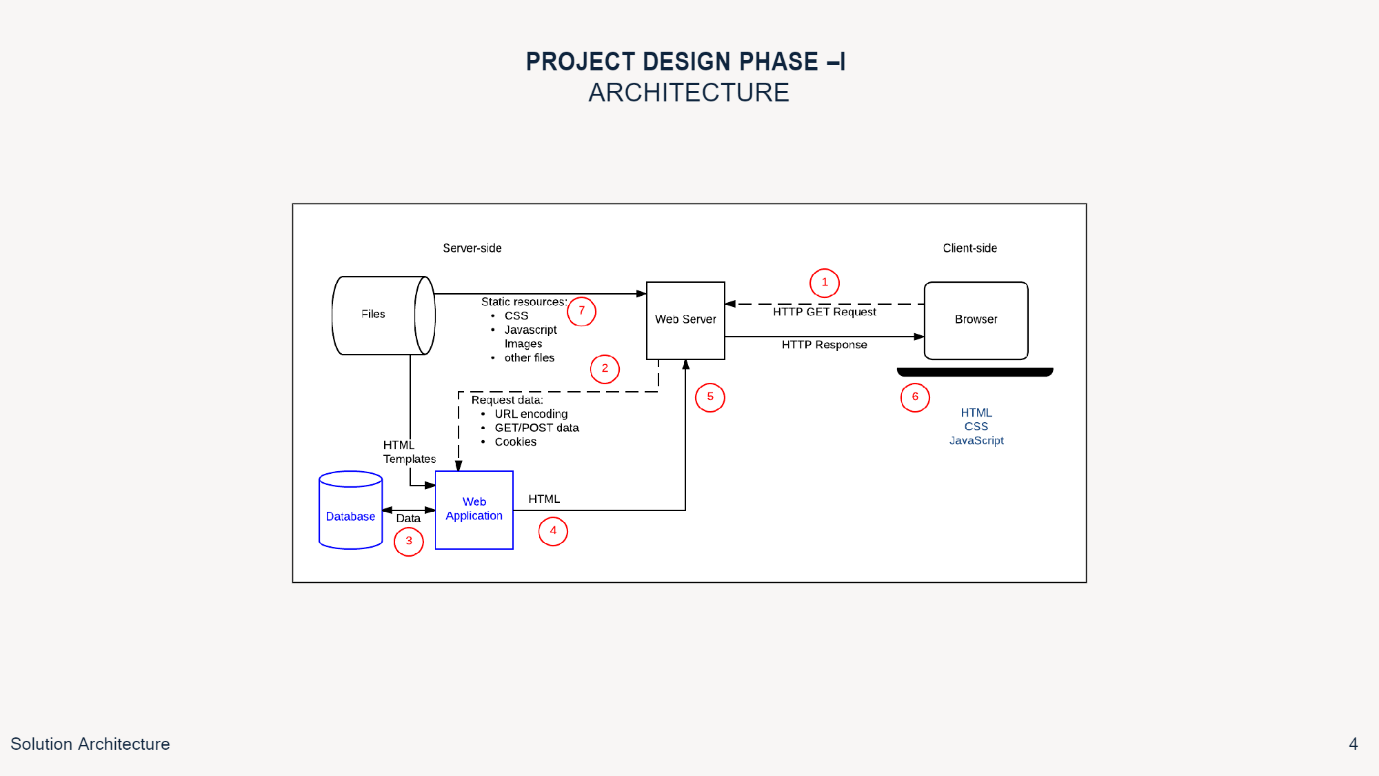
**5.2 USER STORIES**

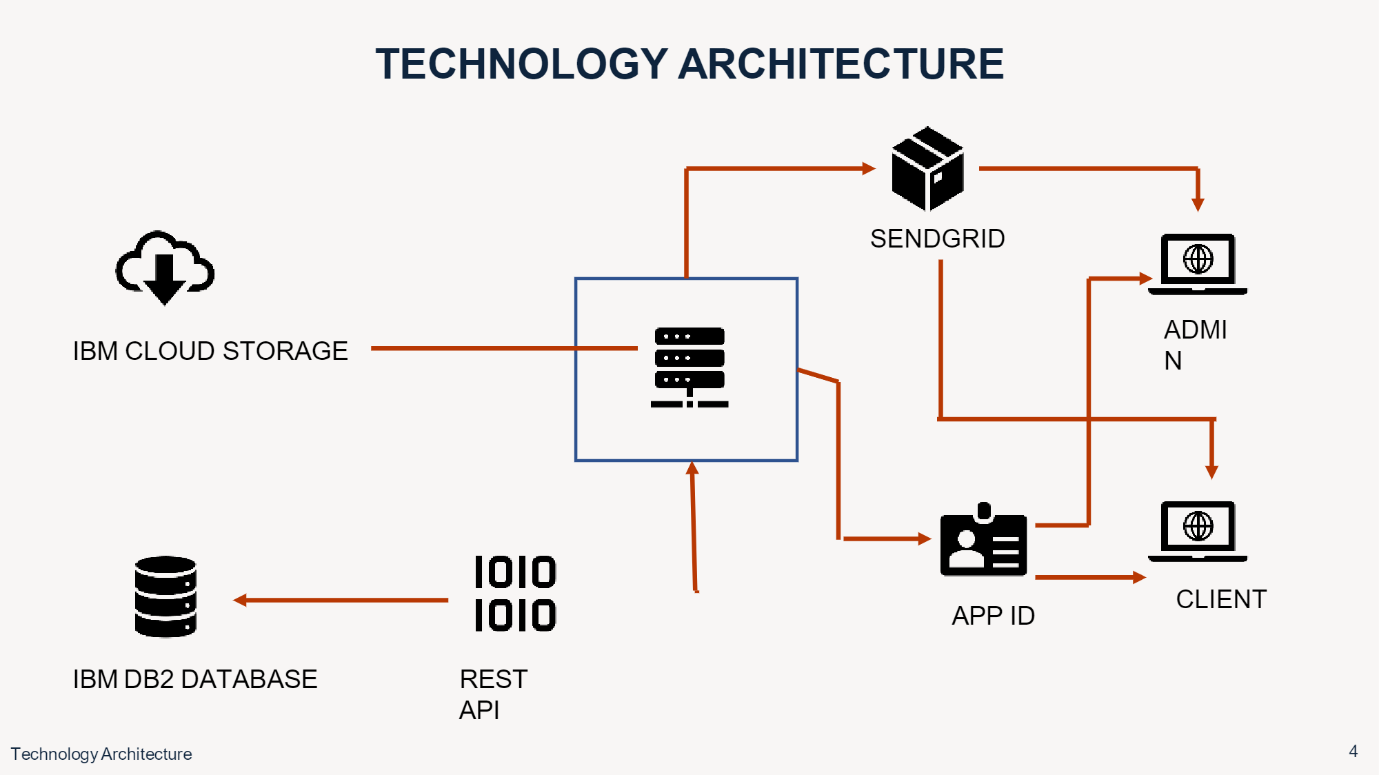
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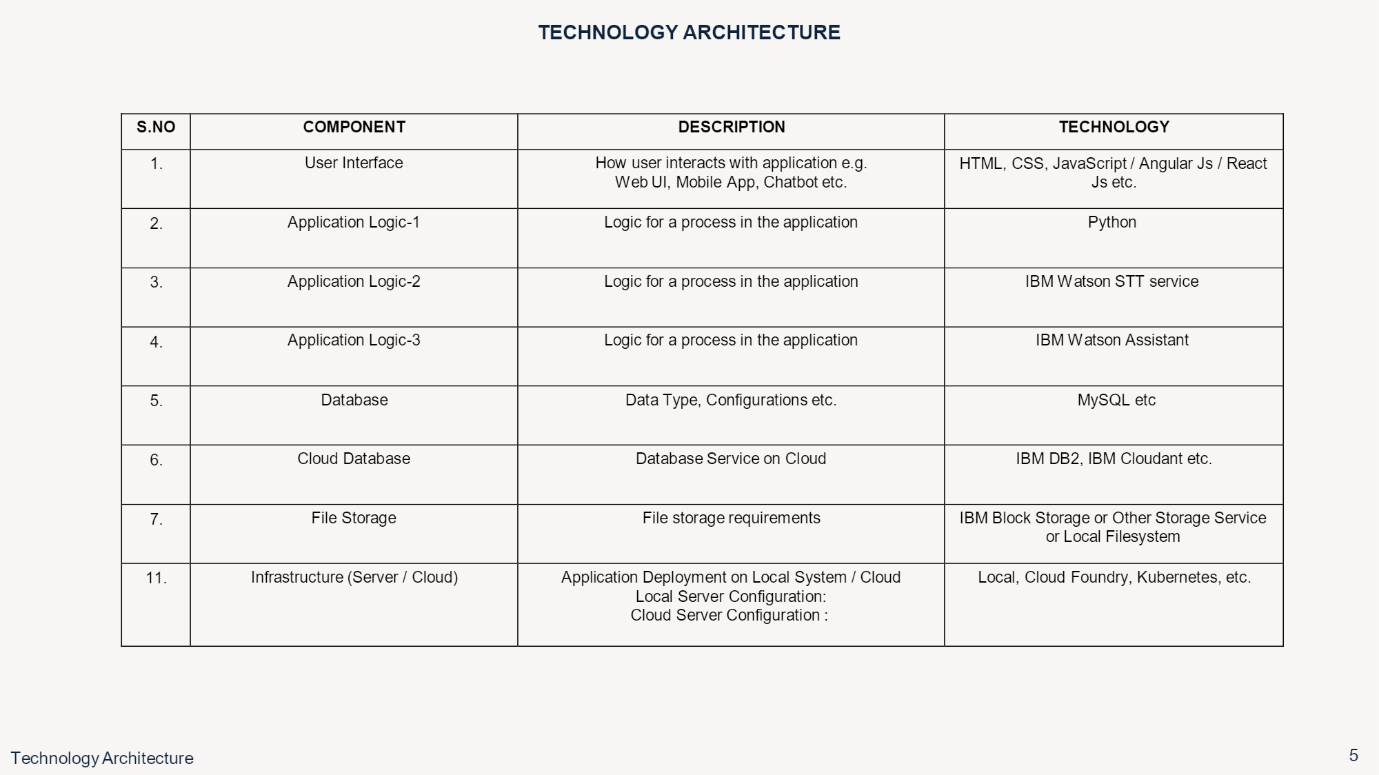
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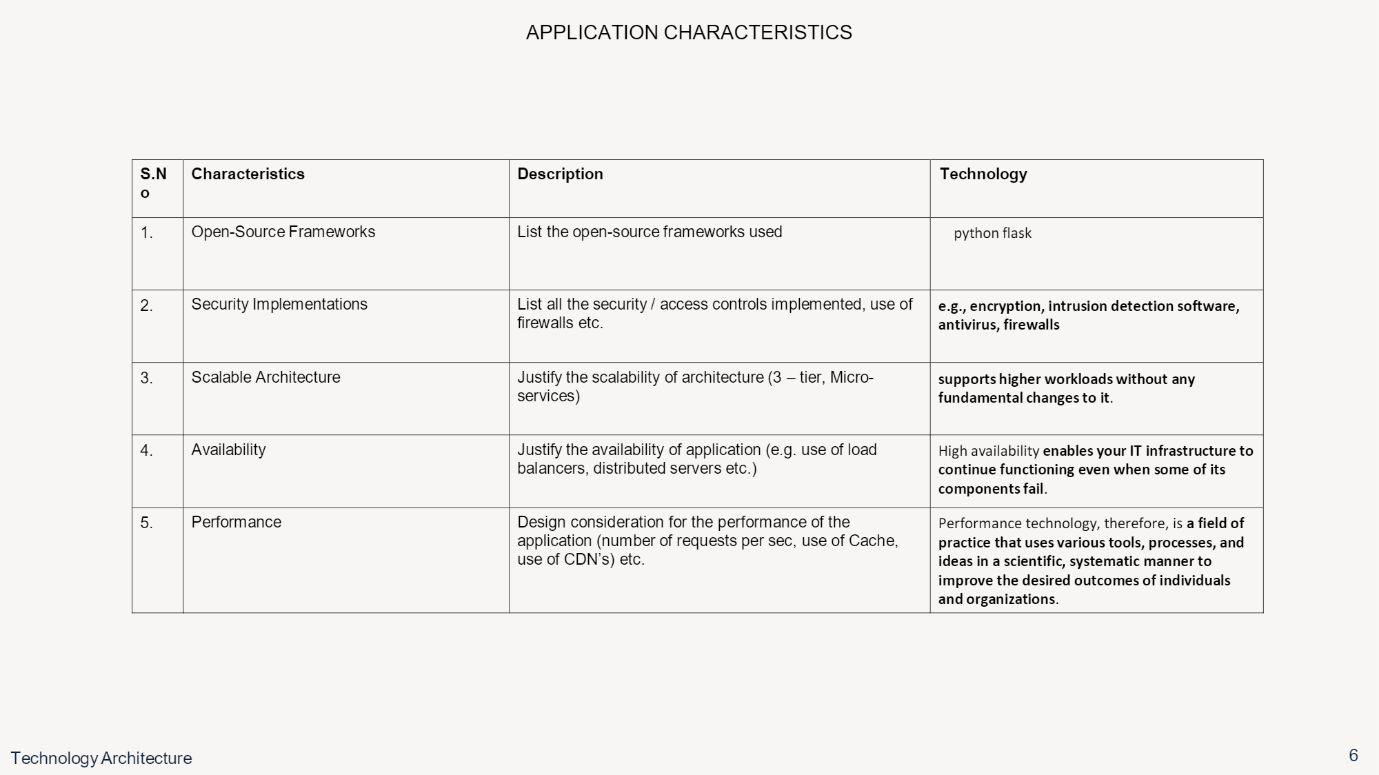
**5.3 SOLUTIONS AND TECHNICAL ARCHITECTURE**

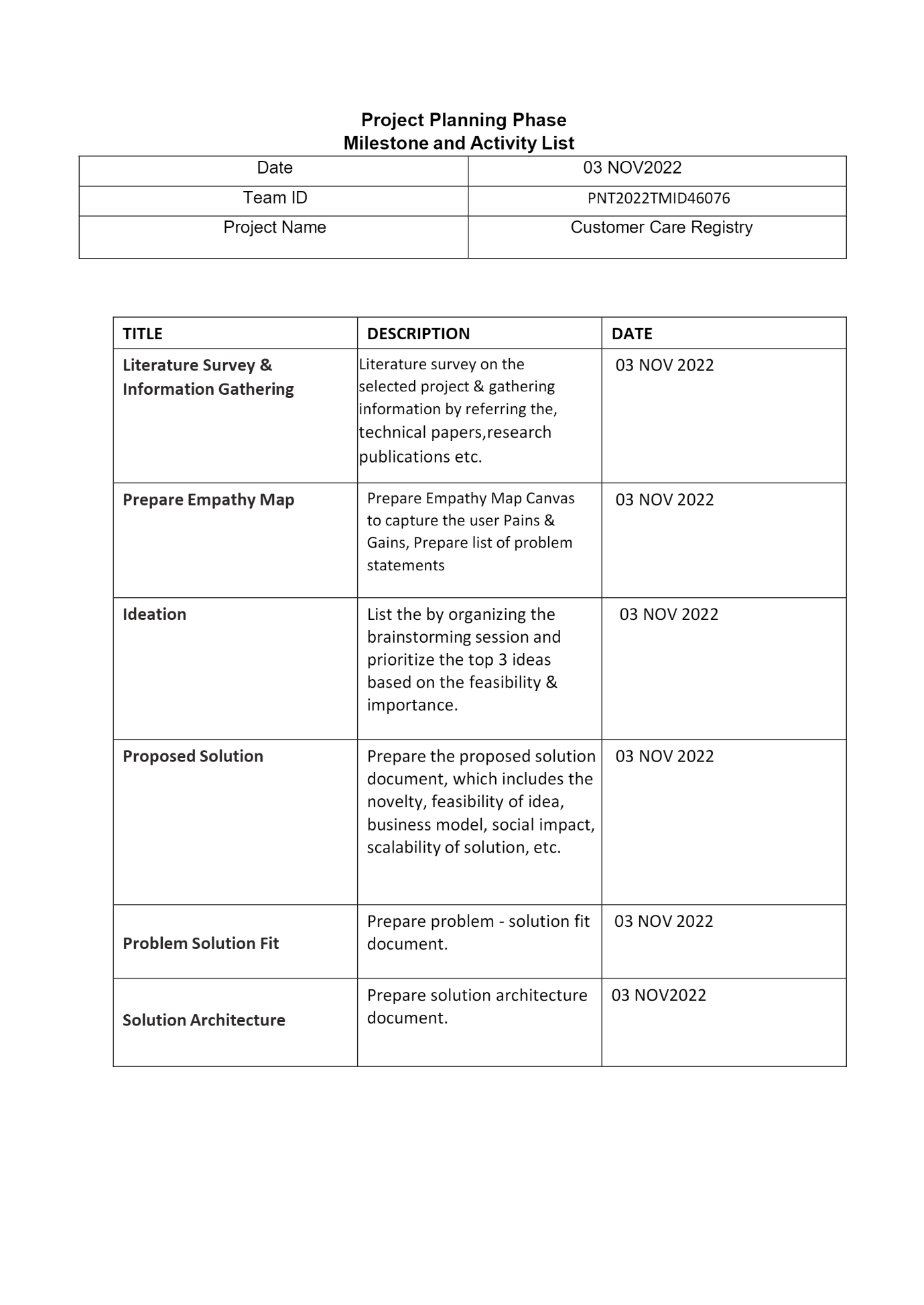
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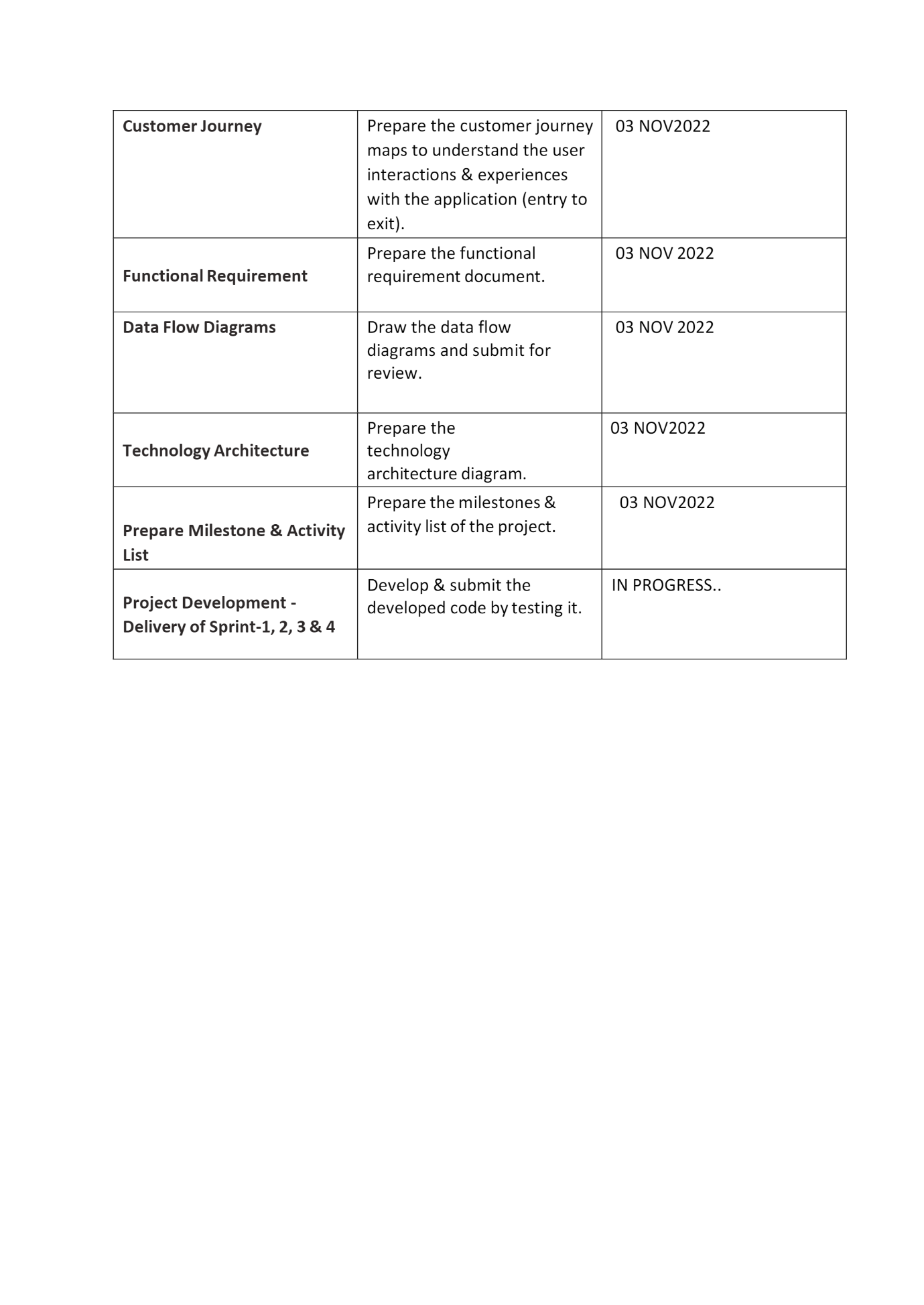
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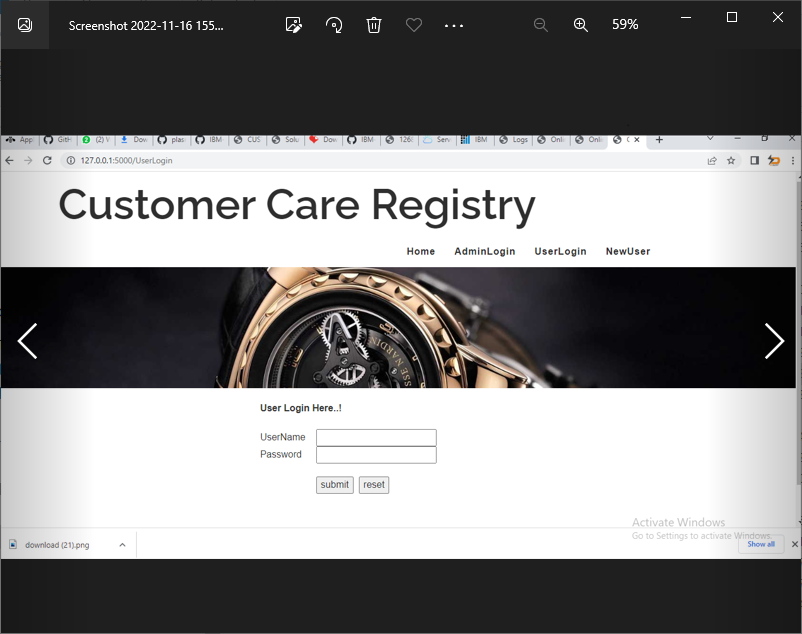
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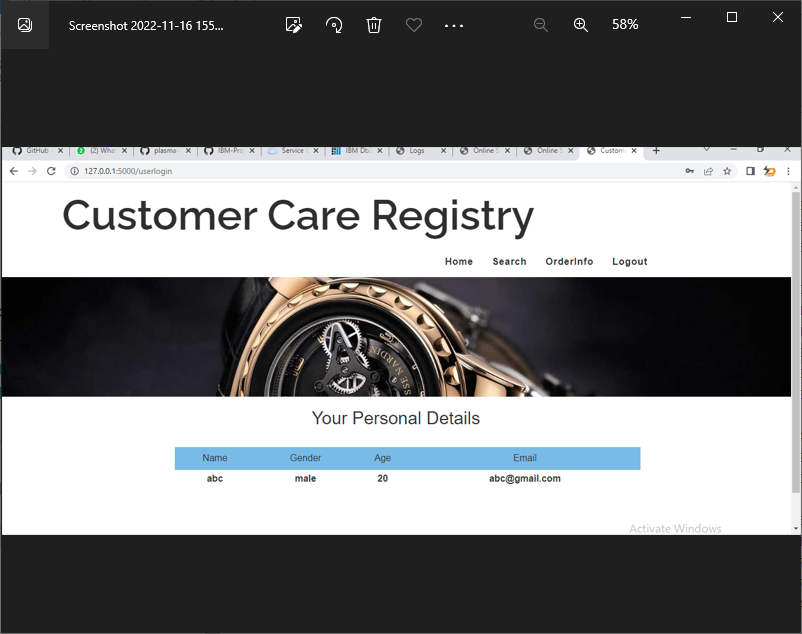
**6.PROJECT PLANNING AND SCHEDULING** 



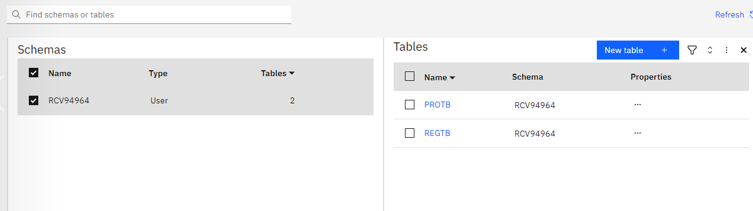
**CODING AND SOLUTIONS**

**Customer care registry Login page**

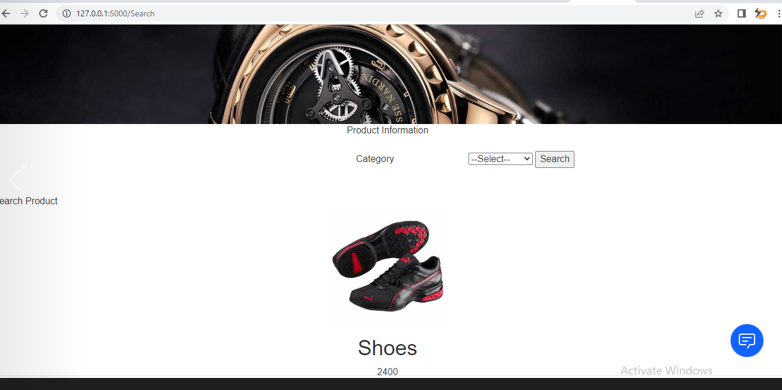




**Customer care table**



**Product information**



**4.1 Implementation**

Implementation is the stage in the project where the theoretical design is turned into the working system and is giving confidence to the new system for the users i.e. will work efficiently and effectively. It involves careful planning, investigation of the current system and its constraints on implementation, design of method to achieve the change over, an evaluation, of change over methods. A part from planning major task of preparing the implementation is education of users. The more complex system is implemented, the more involved will be the system analysis and design effort required just for implementation. An implementation coordinating committee based on policies of individual organization has been appointed. The implementation process begins with preparing a plan for the implementation for the system. According to this plan, the activities are to be carried out, discussions may regarding the equipment has to be acquired to implement the new system Implementation is the final and important phase. The most critical stage is in achieving a successful new system and in giving the users confidence that the new system will work and be effective. The system can be implemented only after thorough testing is done and if it found to working according to the specification. This method also offers the greatest security since the old system can take over if the errors are found or inability to handle certain types of transaction while using the new system. The major elements of implementation plan are test plan, training plan, equipment installation plan, and a conversion plan.

## There are three types of implementation:

## Implementation of a computer system to replace a manual system.

## Implementation of a new computer system to replace an existing system.

## Implementation of a modified application to replace an existing one, using the same computer.

Successful implementation may not guarantee improvement in the organization using the new system, but improper installation will prevent it. It has been observed that even the best system cannot show good result if the analysts managing the implementation do not attend to every important detail. This is an area where the systems analysts need to work with utmost care.

**4.2. Implementation Tools:**

1. Training personnel
2. Conversion Procedures
3. Post-implementation review

**Training of Personnel involved with system**

Even well-designed system can succeed or fail because of the way they are operated and used. Therefore, the quality of training received by the personal involved with the system in various capacities helps or hinders and may even prevent the successful implementation of management information system.

**System Operators Training**

Running of the system successfully depend on the personnel working in the Computer Centre. They are Responsible for providing the necessary support. Their training must ensure that they are able to handle all possible operations, both routine and extra-ordinary in nature. If the system calls for the installation of new equipment, such as new computer system, special terminals or different data entry machines, the operators training should include such fundamentals as how to turn the equipment on and use it, how to power off and a knowledge of what constitutes normal operations. The operators should also be trained on different type of malfunctioning, how to recognize them and what steps should also be taken whenever they arise.

**User Training**

User may be trained on use equipment, particularly in the case where, e.g. a micro computer is in use and individual involved is both operator and user. In such cases, user must be given training on how to operate and user. In such cases, user must be given training on how to operator the system also. Questions that may be trivial to the analyst, such as how to turn on a terminal, how to insert a diskette into a micro-computer or when it is safe to turn off equipment with out danger of data loss are significant problems to new users who are not familiar. Inmost of the cases user training deals with the operation of the system itself, with proper attention given to data handling techniques. It is imperative that users be properly trained in methods of entering transaction, editing data, formulating inquiries, deleting and inserting of records. No training is complete without familiarizing users with simple systems maintenance activities. Weakness in any aspect of training may lead of awkward situation that creates user frustration and error.

**4.3 Testing Phase**

The basic goal of the software development process is to produce software that has no errors or very few errors. In an effort to detect errors soon after they are introduced, each phase ends with verification activity such as a review As testing is the last phase before the final software is delivered, it has the enormous responsibility of detecting any type of error that may in the software. A software typically undergoes changes even after it has been delivered. And to validate that a change has not affected some old functionality of software regression testing is performed

**Levels Of Testing:**

The basic levels of testing are unit testing, integration testing and system and acceptance testing. These different levels of testing attempt to detect different types of faults.

|  |  |
| --- | --- |
| Client Needs | Acceptance Testing |
| Requirements | System Testing |
| Design | Integration Testing |
| Code | Unit Testing |

**4.4 Maintenance**

Once the website is launched, it enters the maintenance phase. All systems need maintenance. Maintenance is required because there are often some residual errors remaining in the system that must be removed as they are discovered. Maintenance involves understanding the effects of the change, making the changes to both the code and the documents, testing the new parts and retesting the old parts that were not changed. Maintenance is mainly of two types:

1. Corrective Maintenance

2. Adaptive Maintenance

**Corrective Maintenance:**

Almost all software that is developed has residual errors or bugs in them. Many of these surfaces only after the system have been in operation, sometimes for a long time. These errors once discovered need to be removed, leading to the software to be changed. This is called Corrective Maintenance.

**Adaptive Maintenance:**

Even without bugs, software frequently undergoes change. The software often must be upgraded and enhanced to include more features and provide more services. This requires modification of the software. This type of maintenance is known as the Adaptive Maintenance

**Code**

**from flask import Flask, render\_template, flash, request,session**

**from flask import Flask, render\_template, request, jsonify**

**import datetime**

**import reimport ibm\_db**

**import pandas**

**import ibm\_db\_dbi**

**from sqlalchemy import create\_engine**

**engine = create\_engine('sqlite://',**

**echo = False)**

**dsn\_hostname = "125f9f61-9715-46f9-9399-c8177b21803b.c1ogj3sd0tgtu0lqde00.databases.appdomain.cloud"**

**dsn\_uid = "pkg90003"**

**dsn\_pwd = "EkbUyeGCO542s2dm"**

**dsn\_driver = "{IBM DB2 ODBC DRIVER}"**

**dsn\_database = "BLUDB"**

**dsn\_port = "30426"**

**dsn\_protocol = "TCPIP"**

**dsn\_security = "SSL"**

**dsn = (**

**"DRIVER={0};"**

**"DATABASE={1};"**

**"HOSTNAME={2};"**

**"PORT={3};"**

**"PROTOCOL={4};"**

**"UID={5};"**

**"PWD={6};"**

**"SECURITY={7};").format(dsn\_driver, dsn\_database, dsn\_hostname, dsn\_port, dsn\_protocol, dsn\_uid, dsn\_pwd,dsn\_security)**

**try:**

**conn = ibm\_db.connect(dsn, "", "")**

**print ("Connected to database: ", dsn\_database, "as user: ", dsn\_uid, "on host: ", dsn\_hostname)**

**except:**

**print ("Unable to connect: ", ibm\_db.conn\_errormsg() )**

**app = Flask(\_\_name\_\_)**

**app.config.from\_object(\_\_name\_\_)**

**app.config['SECRET\_KEY'] = '7d441f27d441f27567d441f2b6176a'**

**@app.route("/")**

**def homepage():**

**return render\_template('index.html')**

**@app.route("/AdminLogin")**

**def AdminLogin():**

**return render\_template('AdminLogin.html')**

**@app.route("/NewUser")**

**def NewUser():**

**return render\_template('NewUser.html')**

**@app.route("/UserLogin")**

**def UserLogin():**

**return render\_template('UserLogin.html')**

**dsn\_hostname = "125f9f61-9715-46f9-9399-c8177b21803b.c1ogj3sd0tgtu0lqde00.databases.appdomain.cloud"**

**dsn\_uid = "pkg90003"**

**dsn\_pwd = "EkbUyeGCO542s2dm"**

**dsn\_driver = "{IBM DB2 ODBC DRIVER}"**

**dsn\_database = "BLUDB"**

**dsn\_port = "30426"**

**dsn\_protocol = "TCPIP"**

**dsn\_security = "SSL"**

**dsn = (**

**"DRIVER={0};"**

**"DATABASE={1};"**

**"HOSTNAME={2};"**

**"PORT={3};"**

**"PROTOCOL={4};"**

**"UID={5};"**

**"PWD={6};"**

**"SECURITY={7};").format(dsn\_driver, dsn\_database, dsn\_hostname, dsn\_port, dsn\_protocol, dsn\_uid, dsn\_pwd,dsn\_security)**

**try:**

**conn = ibm\_db.connect(dsn, "", "")**

**print ("Connected to database: ", dsn\_database, "as user: ", dsn\_uid, "on host: ", dsn\_hostname)**

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**def NewUser():**

**return render\_template('NewUser.html')**

**@app.route("/UserLogin")**

**def UserLogin():**

**return render\_template('UserLogin.html')**

**Html code**

**<!DOCTYPE html>**

**<html lang="en">**

**<head>**

**<title>Customer Care Registry</title>**

**<meta name="viewport" content="width=device-width, initial-scale=1">**

**<meta charset="utf-8">**

**<meta name="keywords" content="Cat Club Responsive web template, Bootstrap Web Templates, Flat Web Templates, Android Compatible web template,**

**Smartphone Compatible web template, free webdesigns for Nokia, Samsung, LG, SonyEricsson, Motorola web design" />**

**<script type="application/x-javascript"> addEventListener("load", function() { setTimeout(hideURLbar, 0); }, false); function hideURLbar(){ window.scrollTo(0,1); } </script>**

**<!-- bootstrap-css -->**

**<link href="static/css/bootstrap.css" rel="stylesheet" type="static/static/text/css" media="all" />**

**<!--// bootstrap-css -->**

**<!-- css -->**

**<link rel="stylesheet" href="static/css/style.css" type="static/static/text/css" media="all" />**

**<!--// css -->**

**<!-- font-awesome icons -->**

**<link href="static/css/font-awesome.css" rel="stylesheet">**

**<!-- //font-awesome icons -->**

**<!-- font -->**

**<link href='//fonts.googleapis.com/css?family=Pacifico' rel='stylesheet' type='static/static/text/css'>**

**<link href="//fonts.googleapis.com/css?family=Raleway:100,100i,200,200i,300,300i,400,400i,500,500i,600,600i,700,700i,800,800i,900,900i" rel="stylesheet">**

**<link href='//fonts.googleapis.com/css?family=Roboto+Condensed:400,700italic,700,400italic,300italic,300' rel='stylesheet' type='static/static/text/css'>**

**<!-- //font -->**

**<script src="static/js/jquery-1.11.1.min.js"></script>**

**<script src="static/js/bootstrap.js"></script>**

**<script type="text/javascript">**

**jQuery(document).ready(function($) {**

**$(".scroll").click(function(event){**

**event.preventDefault();**

**$('html,body').animate({scrollTop:$(this.hash).offset().top},1000);**

**});**

**});**

**</script>**

**<style>**

**/\* Preload images \*/**

**body:after {**

**content: url(static//images//close.png) url(static//images//prev.png) url(static//images//next.png);**

**display: none;**

**}**

**.lightboxOverlay {**

**position: absolute;**

**top: 0;**

**left: 0;**

**z-index: 9999;**

**background-color: black;**

**filter: progid:DXImageTransform.Microsoft.Alpha(Opacity=80);**

**opacity: 0.8;**

**display: none;**

**}**

**.lightbox {**

**position: absolute;**

**left: 0;**

**width: 100%;**

**z-index: 10000;**

**text-align: center;**

**line-height: 0;**

**font-weight: normal;**

**}**

**.lightbox .lb-image {**

**display: block;**

**height: auto;**

**max-width: inherit;**

**-webkit-border-radius: 3px;**

**-moz-border-radius: 3px;**

**-ms-border-radius: 3px;**

**-o-border-radius: 3px;**

**border-radius: 3px;**

**}**

**.lightbox a img {**

**border: none;**

**}**

**.lb-outerContainer {**

**position: relative;**

**background-color: white;**

**\*zoom: 1;**

**width: 250px;**

**height: 250px;**

**margin:5em auto 0.5em auto;**

**-webkit-border-radius: 4px;**

**-moz-border-radius: 4px;**

**-ms-border-radius: 4px;**

**-o-border-radius: 4px;**

**border-radius: 4px;**

**}**

**.lb-outerContainer:after {**

**content: "";**

**display: table;**

**clear: both;**

**}**

**.lb-container {**

**padding: 4px;**

**}**

**.lb-loader {**

**position: absolute;**

**top: 43%;**

**left: 0;**

**height: 25%;**

**width: 100%;**

**text-align: center;**

**line-height: 0;**

**}**

**.lb-cancel {**

**display: block;**

**width: 32px;**

**height: 32px;**

**margin: 0 auto;**

**}**

**.lb-nav {**

**position: absolute;**

**top: 0;**

**left: 0;**

**height: 100%;**

**width: 100%;**

**z-index: 10;**

**}**

**.lb-container > .nav {**

**left: 0;**

**}**

**.lb-nav a {**

**outline: none;**

**background-image: url('data:image/gif;base64,R0lGODlhAQABAPAAAP///wAAACH5BAEAAAAALAAAAAABAAEAAAICRAEAOw==');**

**}**

**.lb-prev, .lb-next {**

**height: 100%;**

**cursor: pointer;**

**display: block;**

**}**

**.lb-nav a.lb-prev {**

**width: 34%;**

**left: 0;**

**float: left;**

**background: url(static//images//prev.png) left 48% no-repeat;**

**filter: progid:DXImageTransform.Microsoft.Alpha(Opacity=0);**

**opacity: 0;**

**-webkit-transition: opacity 0.6s;**

**-moz-transition: opacity 0.6s;**

**-o-transition: opacity 0.6s;**

**transition: opacity 0.6s;**

**}**

**.lb-nav a.lb-prev:hover {**

**filter: progid:DXImageTransform.Microsoft.Alpha(Opacity=100);**

**opacity: 1;**

**}**

**.lb-nav a.lb-next {**

**width: 64%;**

**right: 0;**

**float: right;**

**background: url(static//images//next.png) right 48% no-repeat;**

**filter: progid:DXImageTransform.Microsoft.Alpha(Opacity=0);**

**opacity: 0;**

**-webkit-transition: opacity 0.6s;**

**-moz-transition: opacity 0.6s;**

**-o-transition: opacity 0.6s;**

**transition: opacity 0.6s;**

**}**

**.lb-nav a.lb-next:hover {**

**filter: progid:DXImageTransform.Microsoft.Alpha(Opacity=100);**

**opacity: 1;**

**}**

**.lb-dataContainer {**

**margin: 0 auto;**

**padding-top: 5px;**

**\*zoom: 1;**

**width: 100%;**

**-moz-border-radius-bottomleft: 4px;**

**-webkit-border-bottom-left-radius: 4px;**

**border-bottom-left-radius: 4px;**

**-moz-border-radius-bottomright: 4px;**

**-webkit-border-bottom-right-radius: 4px;**

**border-bottom-right-radius: 4px;**

**}**

**.lb-dataContainer:after {**

**content: "";**

**display: table;**

**clear: both;**

**}**

**.lb-data {**

**padding: 0 4px;**

**color: #ccc;**

**}**

**.lb-data .lb-details {**

**width: 85%;**

**float: left;**

**text-align: left;**

**line-height: 1.1em;**

**}**

**.lb-data .lb-caption {**

**font-size: 13px;**

**font-weight: bold;**

**line-height: 1em;**

**}**

**.lb-data .lb-number {**

**display: block;**

**clear: left;**

**padding-bottom: 1em;**

**font-size: 12px;**

**color: #999999;**

**}**

**.lb-data .lb-close {**

**display: block;**

**float: right;**

**width: 30px;**

**height: 30px;**

**background: url(static//images//close.png) top right no-repeat;**

**text-align: right;**

**outline: none;**

**filter: progid:DXImageTransform.Microsoft.Alpha(Opacity=70);**

**opacity: 0.7;**

**-webkit-transition: opacity 0.2s;**

**-moz-transition: opacity 0.2s;**

**-o-transition: opacity 0.2s;**

**transition: opacity 0.2s;**

**}**

**.lb-data .lb-close:hover {**

**cursor: pointer;**

**filter: progid:DXImageTransform.Microsoft.Alpha(Opacity=100);**

**opacity: 1;**

**}**

**/\*!**

**\* Bootstrap v3.3.4 (http://getbootstrap.com)**

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**\* Licensed under MIT (https://github.com/twbs/bootstrap/blob/master/LICENSE)**

**\*/**

**/\*! normalize.css v3.0.2 | MIT License | git.io/normalize \*/**

**html {**

**font-family: sans-serif;**

**-webkit-text-size-adjust: 100%;**

**-ms-text-size-adjust: 100%;**

**}**

**body {**

**margin: 0;**

**}**

**article,**

**aside,**

**details,**

**figcaption,**

**figure,**

**footer,**

**header,**

**hgroup,**

**main,**

**menu,**

**nav,**

**section,**

**summary {**

**display: block;**

**}**

**audio,**

**canvas,**

**progress,**

**video {**

**display: inline-block;**

**vertical-align: baseline;**

**}**

**audio:not([controls]) {**

**display: none;**

**height: 0;**

**}**

**[hidden],**

**template {**

**display: none;**

**}**

**a {**

**background-color: transparent;**

**}**

**a:active,**

**a:hover {**

**outline: 0;**

**}**

**abbr[title] {**

**border-bottom: 1px dotted;**

**}**

**b,**

**strong {**

**font-weight: bold;**

**}**

**dfn {**

**font-style: italic;**

**}**

**h1 {**

**margin: .67em 0;**

**font-size: 2em;**

**}**

**mark {**

**color: #000;**

**background: #ff0;**

**}**

**small {**

**font-size: 80%;**

**}**

**sub,**

**sup {**

**position: relative;**

**font-size: 75%;**

**line-height: 0;**

**vertical-align: baseline;**

**}**

**sup {**

**top: -.5em;**

**}**

**sub {**

**bottom: -.25em;**

**}**

**img {**

**border: 0;**

**}**

**svg:not(:root) {**

**overflow: hidden;**

**}**

**figure {**

**margin: 1em 40px;**

**}**

**hr {**

**height: 0;**

**-webkit-box-sizing: content-box;**

**-moz-box-sizing: content-box;**

**box-sizing: content-box;**

**}**

**pre {**

**overflow: auto;**

**}**

**code,**

**kbd,**

**pre,**

**samp {**

**font-family: monospace, monospace;**

**font-size: 1em;**

**}**

**button,**

**input,**

**optgroup,**

**select,**

**textarea {**

**margin: 0;**

**font: inherit;**

**color: inherit;**

**}**

**button {**

**overflow: visible;**

**}**

**button,**

**select {**

**text-transform: none;**

**}**

**button,**

**html input[type="button"],**

**input[type="reset"],**

**input[type="submit"] {**

**-webkit-appearance: button;**

**cursor: pointer;**

**}**

**button[disabled],**

**html input[disabled] {**

**cursor: default;**

**}**

**button::-moz-focus-inner,**

**input::-moz-focus-inner {**

**padding: 0;**

**border: 0;**

**}**

**input {**

**line-height: normal;**

**}**

**input[type="checkbox"],**

**input[type="radio"] {**

**-webkit-box-sizing: border-box;**

**-moz-box-sizing: border-box;**

**box-sizing: border-box;**

**padding: 0;**

**}**

**input[type="number"]::-webkit-inner-spin-button,**

**input[type="number"]::-webkit-outer-spin-button {**

**height: auto;**

**}**

**input[type="search"] {**

**-webkit-box-sizing: content-box;**

**-moz-box-sizing: content-box;**

**box-sizing: content-box;**

**-webkit-appearance: textfield;**

**}**

**input[type="search"]::-webkit-search-cancel-button,**

**input[type="search"]::-webkit-search-decoration {**

**-webkit-appearance: none;**

**}**

**fieldset {**

**padding: .35em .625em .75em;**

**margin: 0 2px;**

**border: 1px solid #c0c0c0;**

**}**

**legend {**

**padding: 0;**

**border: 0;**

**}**

**textarea {**

**overflow: auto;**

**}**

**optgroup {**

**font-weight: bold;**

**}**

**table {**

**border-spacing: 0;**

**border-collapse: collapse;**

**Testing**

**Advantages and disadvantages**

**Conclusion**

**Future scope**