COMPLAINT MANAGEMENT SYSTEM

by

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A Report for Mini-Project

submitted to

DEPARTMENT OF COMPUTER SCIENCE AND ENGINEERING

VALLIAMMAI ENGINEERING COLLEGE

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BONAFIDE CERTIFICATE

Certified that this report titled " **Customer Management System***"*, is a *bonafide* work of **Nibi Maouriyan(412816104067)**who carried out the work under my supervision, as a mini-project during the course of **Bachelor of Engineering in Computer Science& Engineering**in the academic year 2017-18.

SIGNATURE   **SIGNATURE**

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HEAD OF THE DEPARTMENT   **MINI PROJECT COORDINATOR**

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Submitted for MINI PROJECT-EXPO held on _____, at Dept. of Computer Science & Engineering,Valliammai Engineering College SRM Nagar, Kattankulathur - 603 203

Mini project report format

Abstract:
The main idea for developing this project is to replace existing manual service with a computerized service system in a college.
In order to provide better customer support for any college service and maintenance support system should be effective. This system will increase service department and college reputation by providing better services and request feedback from users.

1. INTRODUCTION

Introducing Customer Complaint management system in to any organization can improve their services like.

- Handling complaints from customer in a better way.
- No chance of duplicate complaints.
- Can provide standard services for a community.
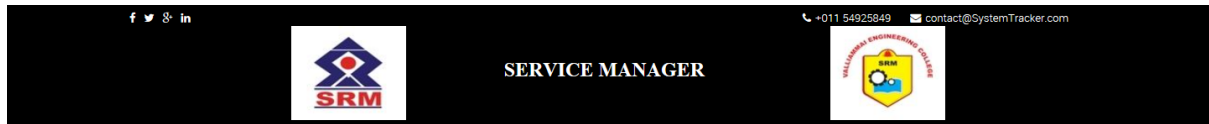- Decision making at administrative level will be of higher standards.

In present market scope for using this project is high. This application provides WAP services for customers through these service customers can use this system on mobiles, this feature can save time. As the information technology is growing widely, developing and maintain this application can be done with a minimum cost. This application can reduce 4 times the cost compare to the existing manual system.

In the existing system the programmer from the lab has to book a complaint manually through complaint book and the details are then typed into an excel format to be reviewed later. This project eliminates all the tedious work and follows the hierarchy of permission to any complaint.
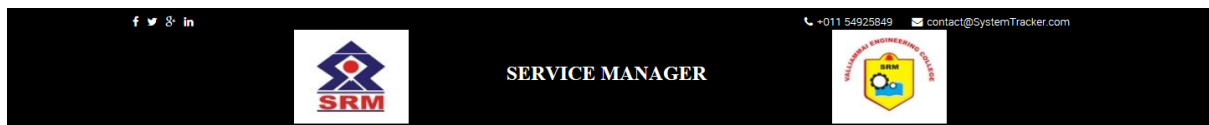
2. MATERIALS AND METHODS:

Language Used	: C#, ASP.NET
Database	: MS SQL SERVER
User Interface Design	: HTML, AJAX,JQUERY,JAVASCRIPT
Web Browser	: Mozilla, Google Chrome, IE8,OPERA
Software	: IIS Server

3. RESULTS:

Ticket ID	Lab No	System No	User ID	Ticket Desc	Service Desc	Assigned To	Status	Completed on	
5	7	sysnum-lb-7-498	Nibi007	Speaker Not Working	Speaker Working	Bala007	Completed	20-12-2017 21:49:12	Edit
2019	lab-24	2016	Nibi007	Something not working	Its working	Ashfaq	Completed	10-01-2018 16:24:52	Edit
3020	578	24	Nibi007	Checking	Okay	Bala007	Progress	11-01-2018 11:59:54	Edit
1018	5	sysnum-lb-5-076	Nibi007	Keypad not working		Mani	Completed	19-12-2017 18:54:40	Edit
4019	CSE	sysnum-lb-26-25	Nibi007	Always Problem		Not Assigned	New		Edit
9	26	sysnum-lb-26-473	Nibi007	Sound Problem		200	Completed	19-12-2017 18:54:40	Edit
4020	CSE/4	sysnum-lb-5-076	Nibi007	Problem		Not Assigned	New		Edit
4021	IT	sysnum-lb-7-498	Nibi007	cable		Not Assigned	New		Edit

New Ticket

NEW USER CREATION   NEW TICKET CREATION   TICKETS   'WELCOME, ADMIN'   LOGOUT

Ticket ID	Lab No	System No	User ID	Ticket Desc	Service Desc	Assigned To	Status	Created on	Completed on	
4019	CSE	sysnum-lb-26-25	Nibi007	Always Problem		Not Assigned	New	19-01-2018 19:21:10		Edit Delete
4023	MECH/5	New	Programmer	Need 5 new Computers		Not Assigned	New	25-01-2018 16:54:16		Edit Delete
4024	CSE/10	New	Programmer	Need 5 new Computers	OK FINE	Bala007	Completed	25-01-2018 17:11:44	05-02-2018 16:22:17	Edit Delete
4025	CSE/5	sysnum-lb-26-25	Programmer	cable		Bala007	Assigned	25-01-2018 17:25:18		Edit Delete
5022	IT/25	sysnum-lb-4-9088	Programmer	Mouse Not Working	FINE	Bala007	Completed	31-01-2018 20:23:45	06-02-2018 16:43:00	Edit Delete
6022	CSE/10	sysnum-lb-26-25	Programmer	cable not		Bala007	Progress	06-02-2018 16:41:30		Edit Delete

4. DISCUSSION:

This Project can be implemented in all colleges and similar management system where the need for proper complaint management and maintenance is required. Further small changes based upon the domain of the organisation the project can be modified.

5.ACKNOWLEDGEMENT:
 G.Vivekanandan, ASSISTANT PROFESSOR, Valliammai Engineering College, Introduced to me to this project and guided me throughout the completion.

6. REFERENCES:
The Following websites were used as reference:

http://www.c-sharpcorner.com/

https://www.w3schools.com/