

Client Query Management System – Project Report

1. Introduction

This project is a Streamlit + MySQL application that helps organizations manage support queries, services, and client data.

2. Objectives

- Manage clients and services
- Log, resolve, and delete queries
- Provide analytics through charts
- Maintain a clean, modular backend

3. System Architecture

Frontend: Streamlit

Backend: Python + MySQL

Visualization: Plotly

4. Features

- Add/View Clients
- Add/Delete Services
- Add/Resolve/Delete Queries
- Analytics Dashboard (KPIs, Pie, Bar, Line charts)

5. Dataset

Includes a synthetic dataset (CSV) with over 5,000 queries.

Loaded via load_dataset.py.

6. Database Schema

Tables:

clients(client_id,...)

services(service_id,...)

queries(query_id,...)

7. Testing Summary

- Added sample clients + services
- Created multiple queries
- Verified analytics update correctly

8. Conclusion

The system fulfills all feature requirements and is suitable for internship submission.

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