Customer Relation Management System

Craftsman Automation is a leading engineering organization offers wide range of engineering products and Manufacturing services. In order to sustain and grow their business, the organization made a decision to enhance their Customer Complaint and Feedback capturing System to a real time process. Following are key functions to be developed using GUI based technology. The Organization also implemented a solid Relational Database Management System for Data storage, retrieval and processing.

* Complaint Master Maintenance
  + Individual Complaint
  + Bulk Complaints
* Feedback Master Maintenance
  + Individual Complaint
  + Bulk Complaints
* Query Master Maintenance
  + Individual Query
  + Bulk Queries
* Complaint Resolution Transaction Maintenance
* Query Resolution Transaction Maintenance
* Develop a Business Rule to achieve the following features using GUI
  + Send a report Department wise for all Complaints and post it to corresponding department outward FTP server
  + Receive update from each department inward FTP Server. Update Complaint DB.
  + Generate Daily report or Adhoc report with Complaint Details such as id, description, date raised, date solved, solution provided with aging . Provision to apply filter to see pending complaints and closed complaints or all complaints
  + Similarly for Query generate report
  + Using feedback DB, send incentive advise to Payroll department for all Excellent feedback (E.g 10 out 10) through outward FTP server.
  + Generate a report to show negative feedback with details. Develop a pie chart to show the distribution of negative feedback department wise, problem wise (same problem may be reported in all departments for e.g Staff members are rude.)