CUSTOMER CARE REGISTRY

ABSTRACT AND INTRODUCTION

TEAM DETAILS

- Team No   : PNT2022TMID10775

- College Name: IFET College of Engineering

- Department : Electronic and communication
                        Engineering

TEAM MEMBERS

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PROJECT DESIGN PHASE - 2

ABSTRACT AND INFORMATION

DATE	24 September 2022
TEAM ID	PNT2022TMID10775
PROJECT NAME	CUSTOMER CARE REGISTRY
MAXIMUM MARKS	2 Marks

ABSTRACT

- To implement the cloud based application is to resolve the problems faced by the customer and also to provide the satisfaction. This application is developed to help the customers to reduce their queries by raising their complaints. Then, the complaint is forwarded to the agent by the admin. And the customer will also have the option to know the status of the quries stage with the email notification.

INTRODUCTION

- A company growth is based on the client requirements and satisfaction . The client will expect good products and they are ready to buy with high amount. From the user point of view, smart device are not a permanent client good relationship . Coporatations build to produce an efficient product to the customers. Complaints are helpful resulting in concept for rising and improving service in the upcoming year. Researchers show that many discontent customers really complain and provide the corporate a chance to correct itself . Structured client criticism management is good for downside impeding within the long run. This project develop such a customer care register model.

WORKFLOW OF THE PROJECT :

- This application is developed to resolve the customer quries. The customer can raise the issues with the details information if they need any assistant.An particular agent will be assigned to the customer to resolve the issues and the status the of the current stage will be updated to the customer through mail. The admin will assign the agent for the customer issue. Finaly, He will be track the stages of the issue and the notification will be sent to the customer. Customer can register for a account. Afte the login, they can provide the issue with description of the problem. Each customer will be assigned with the agent .

WORKFLOW OF THE PROJECT

- Python
- Flask
- Docker

SYSTEM REQUIREMENT

- 8GB RAM
- Intel Core Processor i5
- OS-Windows
- Pc or Laptop.

REFERENCE

- P. Siano, ''Demand response and smart grids—A survey,'' Renew. Sustain. Energy Rev., vol. 30, pp. 461–478, Feb. 2014.

- P. T. Baboli, M. Eghbal, M. P. Moghaddam, and H. Aalami, ''Customer behavior based demand response model,'' in Proc. IEEE Power Energy Soc. General Meeting, Jul. 2012.

- C. W. Potter, A. Archambault, and K. Westrick, ''Building a smarter smart grid through better renewable energy information,'' in Proc. IEEE/PES Power Syst. Conf. Expo., Mar. 2009.

THANK YOU