


CustomerQueryTracker


(Domain CRM)

Project Info

The project is to maintain this relational communication among the data, such that consistency, reliability and integrity can be achieved. The major technicality within the system lies in managing the coordination among the sales and service departments, which is the major hold upon the system to gain or achieve profits..

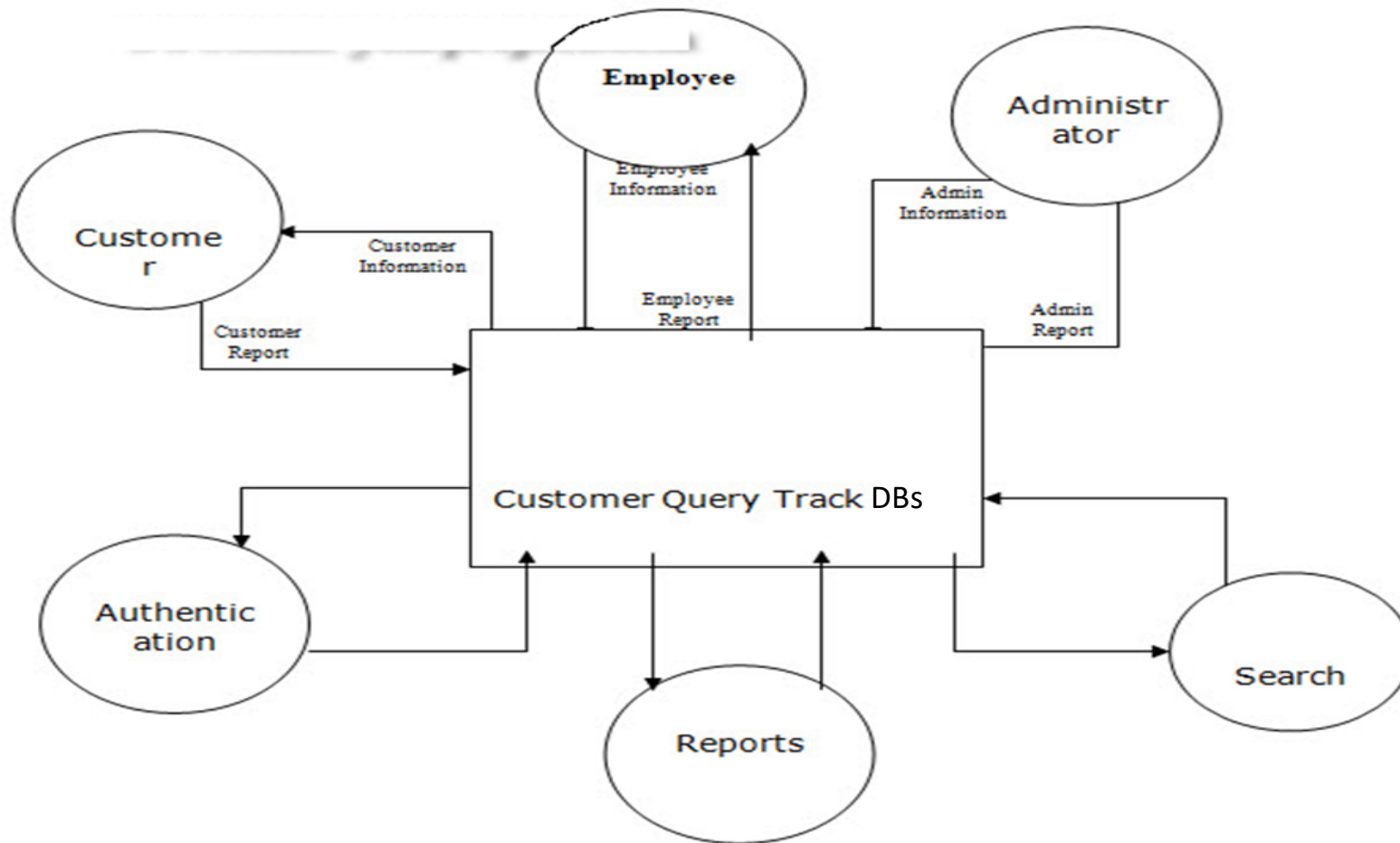
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This project is mainly used to track the queries of the customers in the organization and resolve the queries. This Project also sends the services to the customer to find out the customer satisfaction and employee performance. The system has a major problem in finding the product support and service activities that are undertaken by the employees.

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Once the products have installed at the client's site, the cycle of warranty maintenance starts. To keep the customers in a proper chain of satisfaction the system needs the data to be organized in a proper relational way.

CQT Process



Project Description

Why CQT Needed ?

The development of the CQT contains the following activities, which try to automate the entire process keeping in view of the database integration approach.

Advantage of CQT System

1. User friendliness is provided in the application with various controls.
2. The system makes the overall project management much easier and flexible.
3. CQT helps to improve customer experience & sales .
4. CQT also helps to employee appraisal system for their annual growth.
5. Employee can check his/her rating & improve him/her self in Services
6. CQT helps to company to generate revenue .
7. It also helps for launching new project in market.

Goals of the System are as Follows:

- Minimizing the manual records kept at different locations.
- Facilitating desired information display, very quickly, by retrieving information from users.
- Facilitating various statistical information which helps in decision-making.
- To reduce manual efforts in activities that involved repetitive work.
- Updating and deletion of such a huge amount of data will become easier.

The actual purpose of going for this system is to make the organizational process to get speed up.

Module of Project



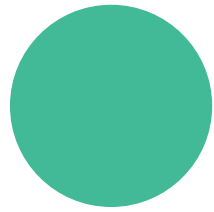
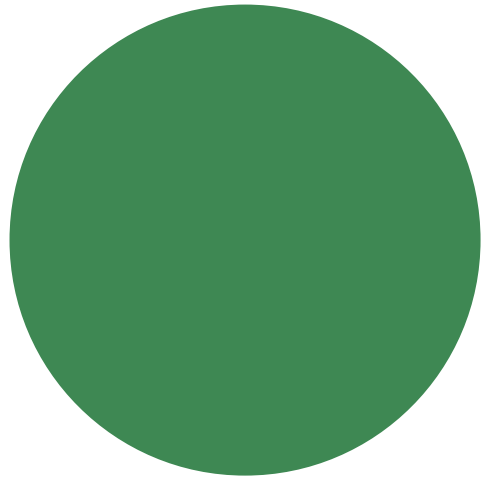
Product Administrator



Customer

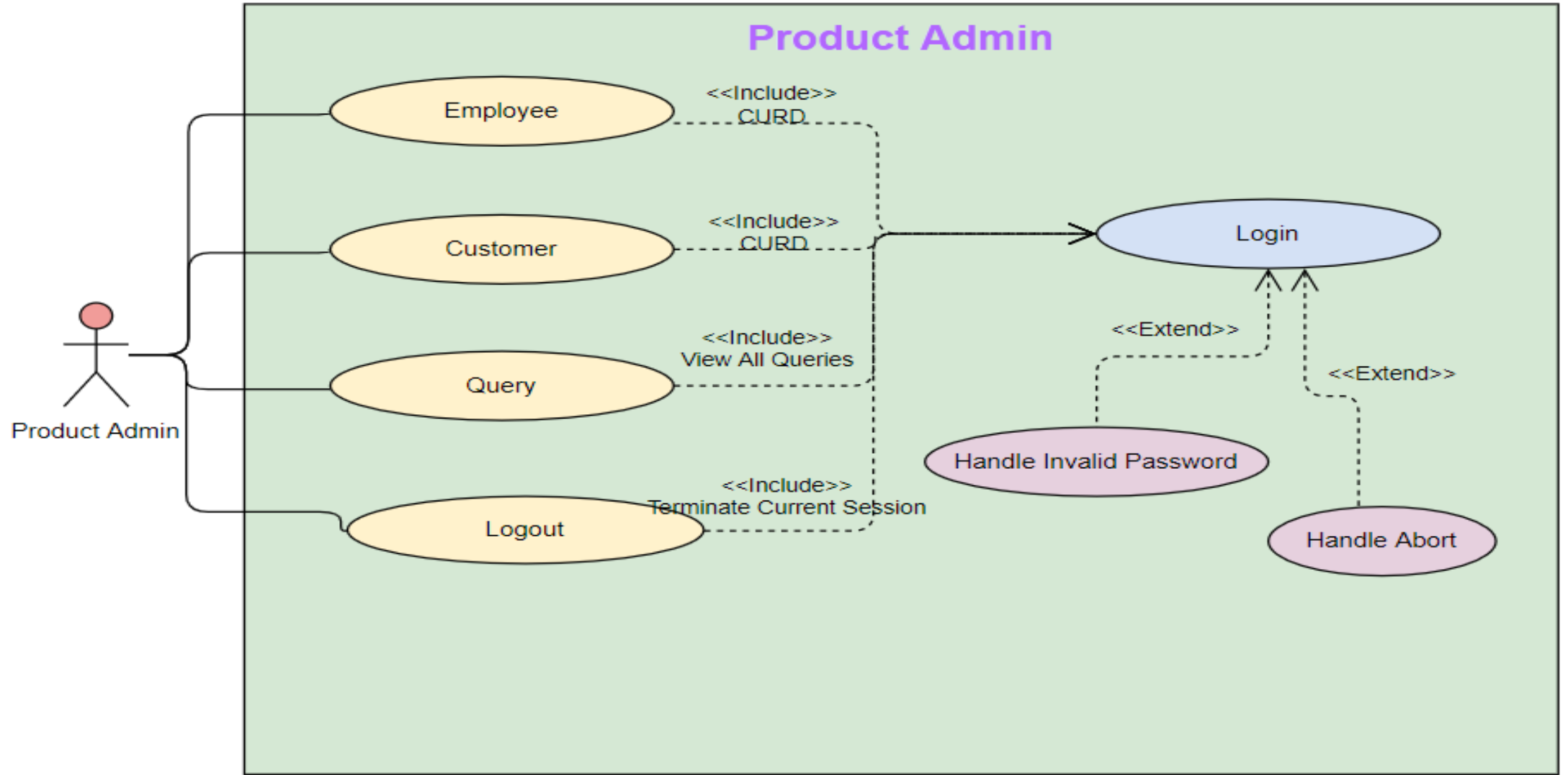


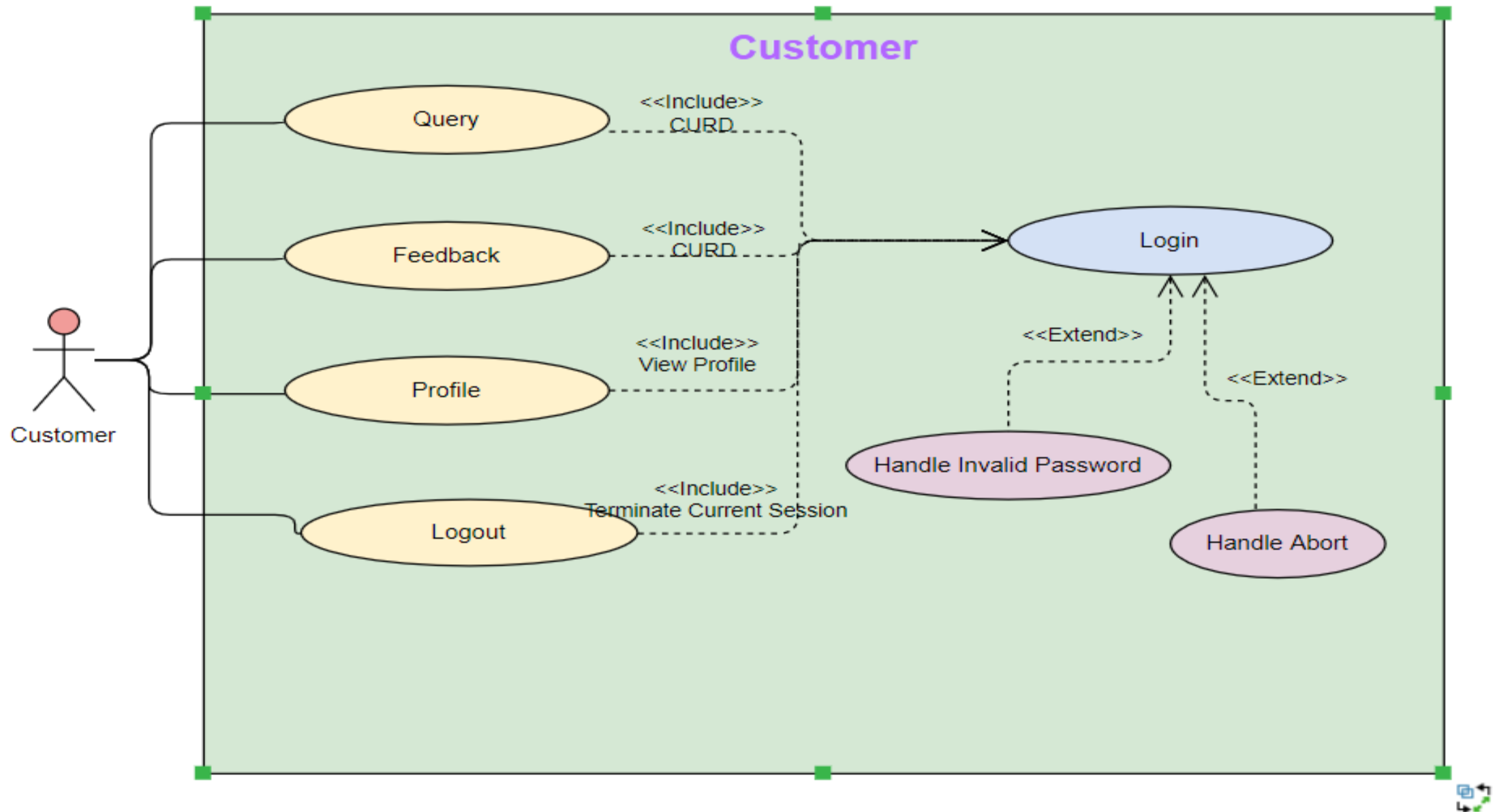
Employee

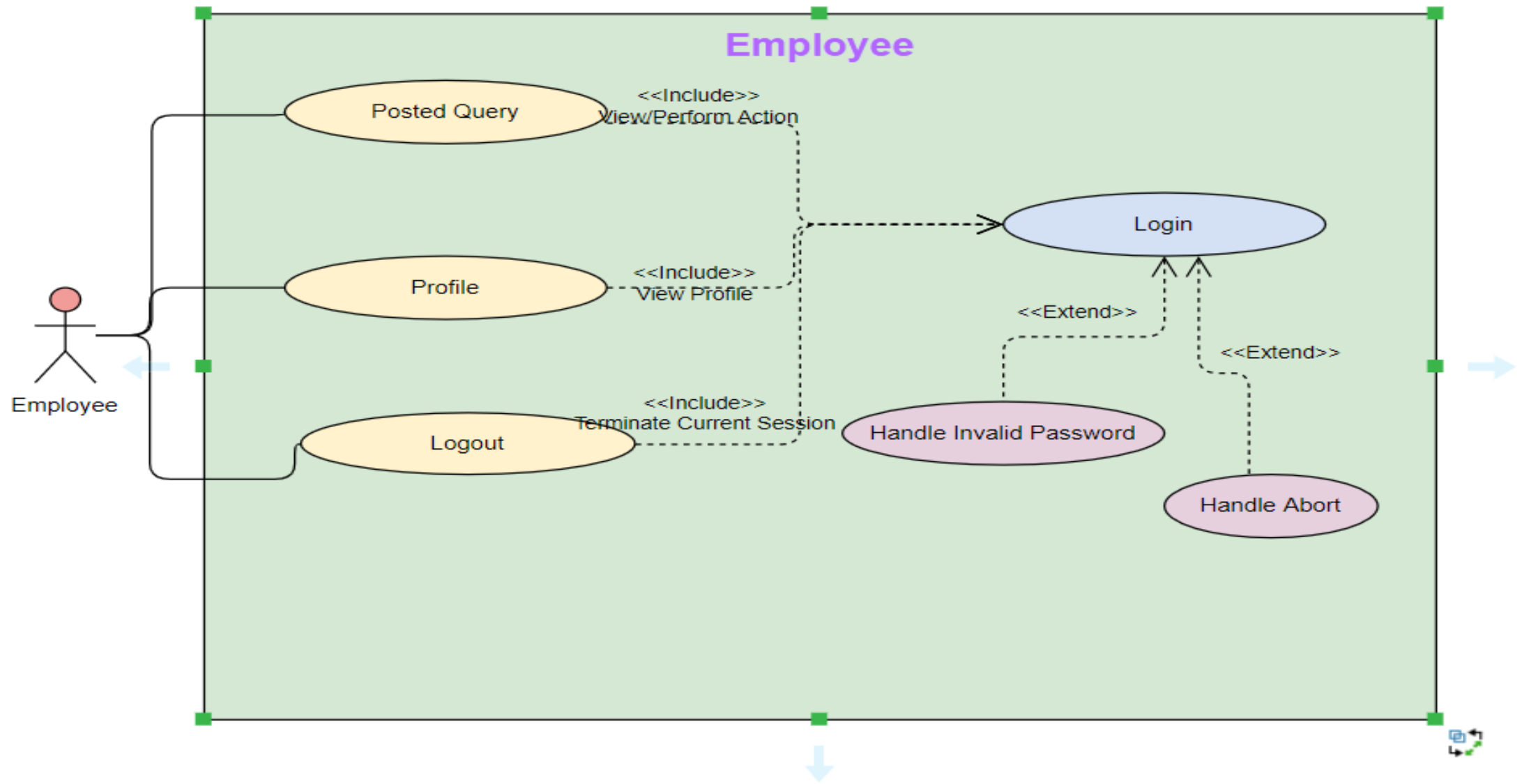


UML use case Design









Module Functionality

Product Admin

- **Customer**:-Product admin manage Customer(CURD) operation .Admin will do adding customer against company product purchase so that customer can send query for product maintenance. Email notification must on customer emailed once register successful.
- **Employee** :- Product Admin also manage Employee (CURD) Operation. Employee must belong to department so that he can solve query. Email notification must on Employee emailed once register successful.
- **Query**:- Admin can view all query with all status either it's solved or unsolved & employee details with his/her rating.
- **Logout** :- Terminate the Current session.

Customer

- **Profile**:-Customer can view his/her profile .
- **Query**:-Customers post their queries to the concern department. System must identify each query with an automatically generated Query Id. Customer also perform CURD operation on query. Email notification must be send to admin after successfully query posted.
- **Feedback** :- Customer will give rate of satisfaction on the particular employee. The rate of satisfaction can be known by giving ratings to the employee.
- **Logout** :- Terminate current session.

Employee

- **Profile:-** Voter can view his complete profile.
- **Posted Query:-**The employees should be able to see the posted queries, which are posted by the customers. The employee should post back the solution to the queries he has received. Email notification must be send to customer about status of his/her posted query.
- **Logout** : - Terminate current session

Technologies

Client Side

HTML5

CSS

Javascript

Angular 7

Typescript 3.0

Build System

Apache Maven

Server Side

Java8

SpringBoot

SpringCore

Spring RestAPI

SpringSecurityJWT

SpringDATA

SpringMVC

App Container

Apache Tomcat

Database Server

MySQL
Standard
Edition

Important API implements



Logging API (Log4j), JWT



Junit Testcase or Mockito (TDD)



Mailing services



Any Third party API like Weather ,News ,Business etc.