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2018KUCP1131
BATCH A4

Title: Feedback System

Introduction:

Today most of the customer feedbacks are taken on paper.

To save paper make the process easier and user friendly this Feedback System software is Developed.

Customer feedback is important for future product development, improving the customer experience and overall customer satisfaction levels. Proper analysis provides a company with a better view of what it has to change and improve on to help increase customer loyalty and reduce customer support cases.

Why you need a Feedback App?

A digital feedback app and software is a great way to hear the voice of each customer and get their feedback about your food, ambience, service, staff and more – all in real-time.

- Get 100% more feedback
- Feedback from all touchpoint
- Get real-time feedback
- Resolve issues faster
- Track staff performances
- Manage & compare locations
- Improve Customer Delight & Satisfaction

- # **Feedback Notifications & Alerts**

  - Get real-time notifications and alerts for all Cafe feedbacks.
  - Set up real-time EMAIL alerts for negative feedbacks
  - Get instant emails for new feedback in Cafes

OBJECTIVES:

Data Capture for Marketing

Capture customer information like names, phone numbers, email addresses, birthdays / anniversaries and use the data for Newsletters and marketing purposes in your Cafe.

Cafe Staff Analysis

Incorporate questions related to staff performance and ratings in your Cafe surveys so that you can critically analyze and examine their performance based on guest feedback in Cafes.

Complaints Management System

Manage customer complaints with real-time alerts and reports. Solve issues with the help of team collaboration and take suitable actions to resolve customer complaints within the premises.

New Menu Feedback

Change in food menu or introducing a new one? Change in the food menu in a Cafe is a common event. Hand over the feedback tablets to guests in order to collect reviews on their take on the new food menu.

Internal Complaints & Feedback tool

Utilize the customer feedbacks to improve services and strengthen areas which observe frequent complaints from the customers. Staff related feedbacks can be used for training purposes.

Software used:

- Pycharm Community 2019
- Python 3.7

LIBRARIES:

- ***Tkinter:***
  - The `Tkinter` module ("Tk interface") is the standard Python interface to the Tk GUI toolkit. Both Tk and `Tkinter` are available on most Unix platforms, as well as on Windows systems.

- ***PIL(Pillow)***
  - **Python Imaging Library** (abbreviated as **PIL**) (in newer versions known as **Pillow**) is a free library for the Python programming language that adds support for opening, manipulating, and saving many different image file formats. It is available for Windows, Mac OS X and Linux.

- ***Datetime***
  - Datetime provides the current date and time to GUI.

- ***Os.path***
  - **OS module in Python** provides functions for interacting with the operating system. **OS** comes under **Python's** standard utility modules.This **module** contains some useful functions on pathnames. The **path** parameters are either strings or bytes.

- ***SMTPLIB,SSL***
  - The `smtplib` module defines an SMTP client session object that can be used to send mail to any Internet machine with an SMTP or ESMTP listener daemon. For details of SMTP and ESMTP operation, consult **RFC 821** (Simple Mail Transfer Protocol) and **RFC 1869** (SMTP Service Extensions).

How To Run

To run Feedback System You need install and import following Libraries and Modules:

1. Install Python 3.7 Interpretor
2. Import Libraries:
   a. Tkinter
   b. PIL
   c. Datetime
   d. Os.path
   e. Smtplib,ssl
   f. ImageTk,Image
   g. Messagebox

3.Simply run the code in any editor like

   Pycharm,Python IDLE etc.

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