1. INTRODUCTION

1.1 Overview

This Application has been developed to help the customer in processing their complaints. The customers can raise the ticket with a detailed description of the issue. An Agent will be assigned to the Customer to solve the problem. Whenever the agent is assigned to the customer they will be notified with an email alert. Customers can view the status of the ticket till the service is provided.

Admin: The main roles and responsibilities of the admin is to take care of the whole process. Starting from Admin login followed by the agent creation and assigning the customers complaints. Finally, He will be able to track the work assigned to the agent and notification will be sent to the customer.

User: They can register for an account. After the login, they can create a complaint with a description of the problem they are facing. Each user will be assigned an agent. They can view the status of their complaint.

1.2 Purpose

The sole purpose of the customer care service is to meet the expectations of the customers so that they are satisfied with the outcome. These services are also available to understand the queries of the customers and ensure that they enjoy a cost-effective experience after purchasing any product from the respective company.

A good customer service benefits the business or companies as it will eventually produce satisfied customers. However, a bad customer service might end up generating unhappy and unsatisfied customers. It may result in effecting a business in a negative way.

# 2. LITERATURE SURVEY

2.1 Existing problem

When the company pushes the wrong product or service to customer this can severly impact to company's profit, growth and brand reputation. To overcome this issues a good customer care should be provided to solve the customer's queries.

2.2 Proposed solution?

Good customer care is important because 75% of people would return a company with excellent service. Happy customers build a better reputation. Prioritizing good customer service in an organization increases revenue.

3. THEORITICAL ANALYSIS

3.1 Block diagram Diagrammatic overview of the project.
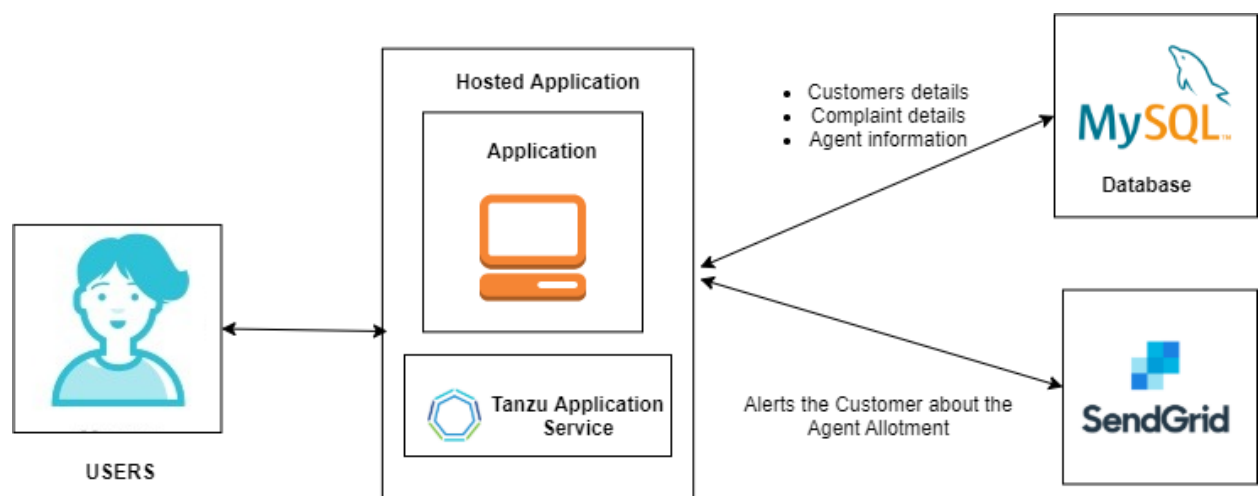
3.2 Hardware and software requirements of the project

1. OS: Windows 7 with SP1 (Recommended: Windows 10)
2. CPU: Intel or AMD processor with 64-bit support (Recommended: 2.8 GHz or faster processor)
3. GPU: nVidia GeForce GTX 1050 or equivalent (Recommended: nVidia GeForce GTX 1660 or Quadro T1000)
4. Disk Storage: 4 GB of free disk space
5. Monitor Resolution: 1280x800 (Recommended: 1920x1080)
6. Internet connection required
7. Internet Browser (Recommended: Chrome)
8. Code Editor
9. Python 3.8
10. MySQL

11. Cloud Foundry
12. Docker
13. Tanzu Application Service

4. EXPERIMENTAL INVESTIGATIONS

1. Never Minimize the Issue:
A customer or client who is unhappy for one reason or another should never be made to feel like they're overreacting. Minimizing the issue will make them feel like they are being patronized and no one likes that. It also puts them on the defensive.

2. Empathize:
Don't argue, just say you understand and then take action to resolve the issue. This doesn't mean you are agreeing that they are right or that you are apologizing, it just means that you are telling them you understand their issue and their feelings.

3. Remember- Everyone Makes Mistakes:
If you are wrong, apologize! Don't be afraid to say "I'm sorry. This is not how we do business." They will appreciate that you acknowledge the issue. This also reinforces your brand and culture.

4. Come up with a Resolution:
The person who takes the complaint or issue must be able to deal with it and come up with a resolution. It doesn't matter who has seniority. What matters is that the issue is fully resolved.

5. Resolve the Issue Quickly:
Don't make excuses or take days or weeks to resolve the issue. Satisfied customers are repeat customers and they are also great PR ambassadors for your company.
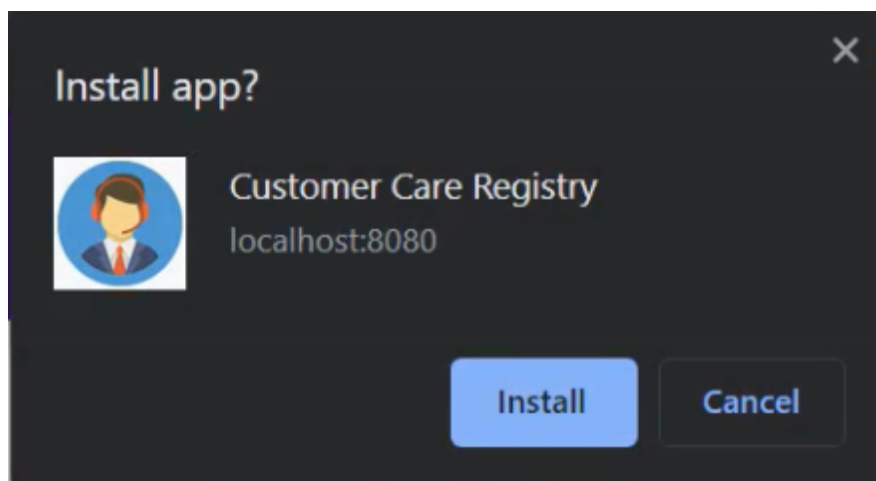
5. FLOWCHART

Diagram showing the control flow of the solution

CUSTOMER CARE REGISTRY
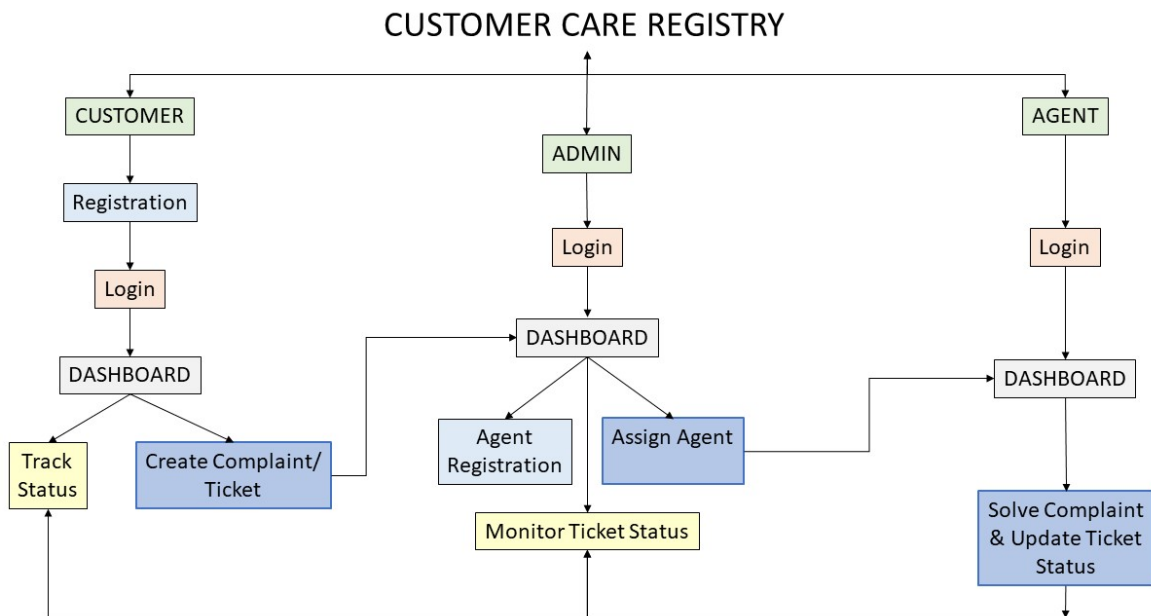
6. RESULT

Final findings (Output) of the project along with screenshots.

We Are Here For Care 24/7

FlipMart Customer Care

Excellent customer service is the number one job in any company! We focus on treating customers well, answering questions and exceeding expectations.

Get Started

Hello

Get Started in 4 Steps

1. Register & Login
If you are a new user register first then login with your credentials you will get a dashboard

2. Create Ticket
In a dashboard you can file complaint by creating a ticket & also you can also status of your tickets.

24·7 Customer Service

100% customer satisfaction

3. Agent will be Assigned
After ticket submition an agent will be assigned. you will get notification through mail & you can also check status of your ticket in dashboard.

4. Complaint Solved
When the complaint is solved you will get a notification through mail & you can also track status in your dashboard.

Frequently Asked Questions (FAQ)

Q: I have placed my order what next?   +

Q: What can I return?   +

Q: When will I get my refund?   +

Q: What if I miss my FlipMart order delivery?   +

Subscribe to our Newsletter

We will update you with all the latest products & services.

Enter Email Address   Subscribe

ABOUT
FlipMart is an e-commerce company, FlipMart is known for its disruption of well-established industries through technological innovation and mass scale.

Copyright © 2021 FLIPMART

QUICK LINKS
Customer Login
Customer Register
Agent Login
Admin Login

CONTACT
Telangana, India
abdulrahman92mohd@gmail.com
+91 8919668452

Agent Registration

Agent Name

[Enter Name]

Email address

[Enter Email]

Username

[Enter Username]

Password

[Password]

Confirm Password

[Confirm Password]

Submit
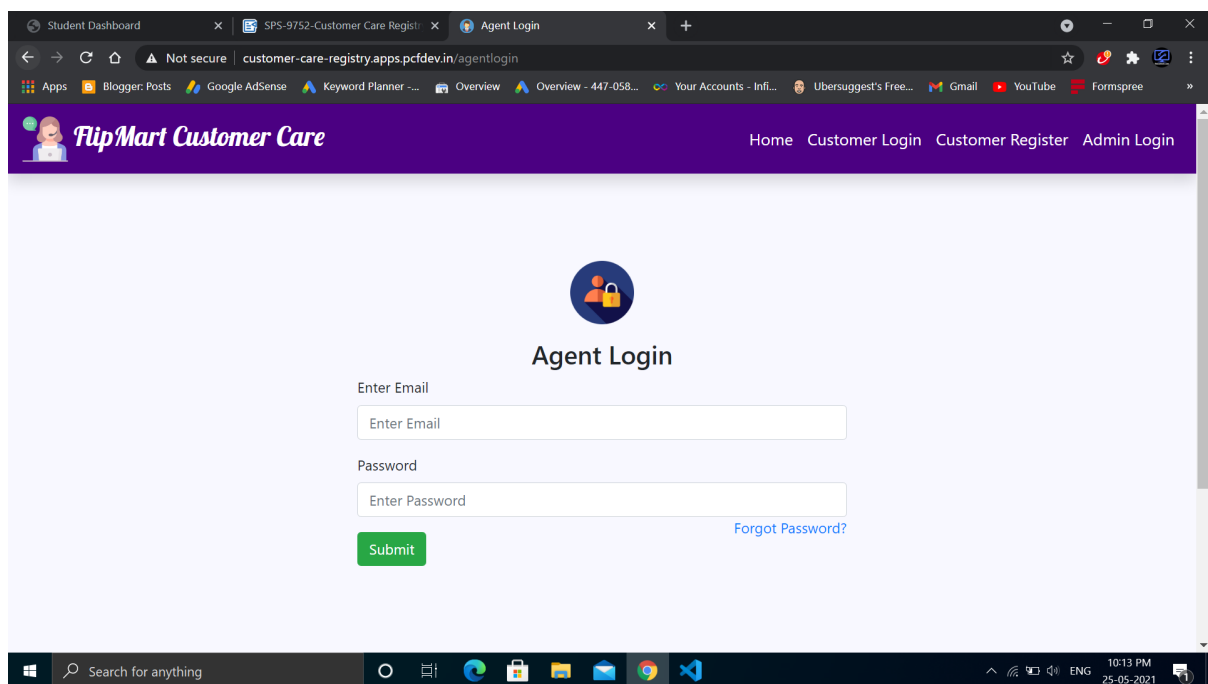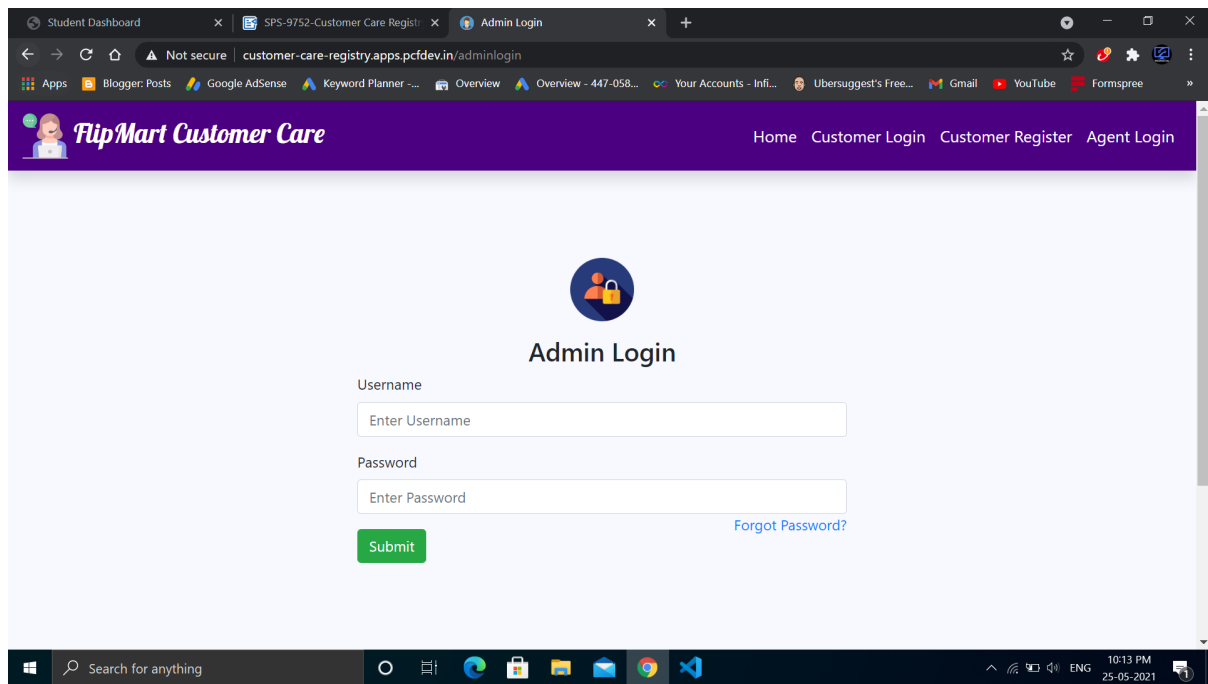
Customer Care Registry — Home | Agent Login | Admin Login

FlipMart Customer Care — Home | Customer Login | Customer Register | Agent Login

Forgot Password

Enter Email

[Enter Registered Email]

We'll send you a OTP to your email id.

Submit

ABOUT   QUICK LINKS   CONTACT

Student Dashboard   ×   SPS-9752-Customer Care Registr ×   Enter OTP   ×   +

Not secure | customer-care-registry.apps.pcfdev.in/enterotp

Apps   Blogger: Posts   Google AdSense   Keyword Planner -...   Overview   Overview - 447-058...   Your Accounts - Infi...   Ubersuggest's Free...   Gmail   YouTube   Formspree

FlipMart Customer Care   Home   Customer Login   Customer Register   Agent Login

Enter OTP

Enter OTP

Enter OTP

Enter OTP which was sent to your email.

Submit

ABOUT   QUICK LINKS   CONTACT

Student Dashboard   ×   SPS-9752-Customer Care Registr ×   Change Password   ×   +

Not secure | customer-care-registry.apps.pcfdev.in/changepassword

Apps   Blogger: Posts   Google AdSense   Keyword Planner -...   Overview   Overview - 447-058...   Your Accounts - Infi...   Ubersuggest's Free...   Gmail   YouTube   Formspree

FlipMart Customer Care   Home   Customer Login   Customer Register   Agent Login

Change Password

Enter New Password

Enter New Password

Confirm New Password

Confirm New Password

Submit

FlipMart Customer Care

Home   Logout

My Dashboard

Hello! Abdul Rahman

Before creating a support ticket please read Frequently Asked Questions (FAQ) in Home Page

+ Create Ticket

My Tickets:

Apply Filter: [All ▾]   Search Table: [Start Typing Here...]

#TicketNo	Ticket Details	Timestamp	Agent Name	Status
128125	View Details	2021-05-25 09:13:37	pending	pending
301494	View Details	2021-05-25 09:12:03	pending	pending
191101	View Details	2021-05-25 09:11:13	pending	pending
472259	View Details	2021-05-25 09:10:20	Ray Sin	Agent Assigned
451297	View Details	2021-05-25 09:09:23	Allie Grater	Agent Assigned
149261	View Details	2021-05-10 17:21:44	Jen Tile	Closed
377576	View Details	2021-05-10 17:19:34	Allie Grater	Closed
147342	View Details	2021-05-10 17:13:58	Jen Tile	Closed

Student Dashboard | SPS-9752-Customer Care R | Customer Dashboard | Awesome Screenshot | Awesome Screenshot & Sc | +

← → C ⟳ ⚠ Not secure | customer-care-registry.apps.pcfdev.in/welcome

Apps   Blogger: Posts   Google AdSense   Keyword Planner -...   Overview   Overview - 447-058...   Your Accounts - Infi...   Ubersuggest's Free...   Gmail   YouTube   Formspree   »

FlipMart Customer Care

Home   Logout

Complaint Details   ✕

Name

[Enter Name]

Email address

[abdulrahmanmohd53@gmail.com]

Select Category

[Select ▾]

Subject

[Subject]

Detailed Description

[   ]

Submit   **Close**

Hello! Abdul Rahman

Before creating a support ticket please

+ Create Ticket

My Tickets:

Apply Filter: [All ▾]   Search Table: [Start Typing Here...]

#TicketNo	Ticket	ame	Status
128125	View	ng	pending
301494	View	ng	pending

🔍 Search for anything   ⊙ 🗔 🌐 📁 📧 🌐 ⌄   ENG 10:30 PM 25-05-2021

Admin Dashboard

3	2	4
No. of tickets Pending	No. of tickets Assigned to Agent	No. of tickets solved

All Tickets:

Apply Filter: All   Search Table: Start Typing Here...

#TicketNo	Ticket Details	Timestamp	Status	Assign Agent
246950	View Details	2021-05-25 10:50:34	Closed	Select Agent Assign
128125	View Details	2021-05-25 09:13:37	pending	Select Agent Assign
301494	View Details	2021-05-25 09:12:03	pending	Select Agent Assign
191101	View Details	2021-05-25 09:11:13	pending	Select Agent Assign
472259	View Details	2021-05-25 09:10:20	Agent Assigned	Select Agent Re-Assign
451297	View Details	2021-05-25 09:09:23	Agent Assigned	Select Agent Re-Assign
149261	View Details	2021-05-10 17:21:44	Closed	Select Agent Assign
377576	View Details	2021-05-10 17:19:34	Closed	Select Agent Assign

Agent Dashboard

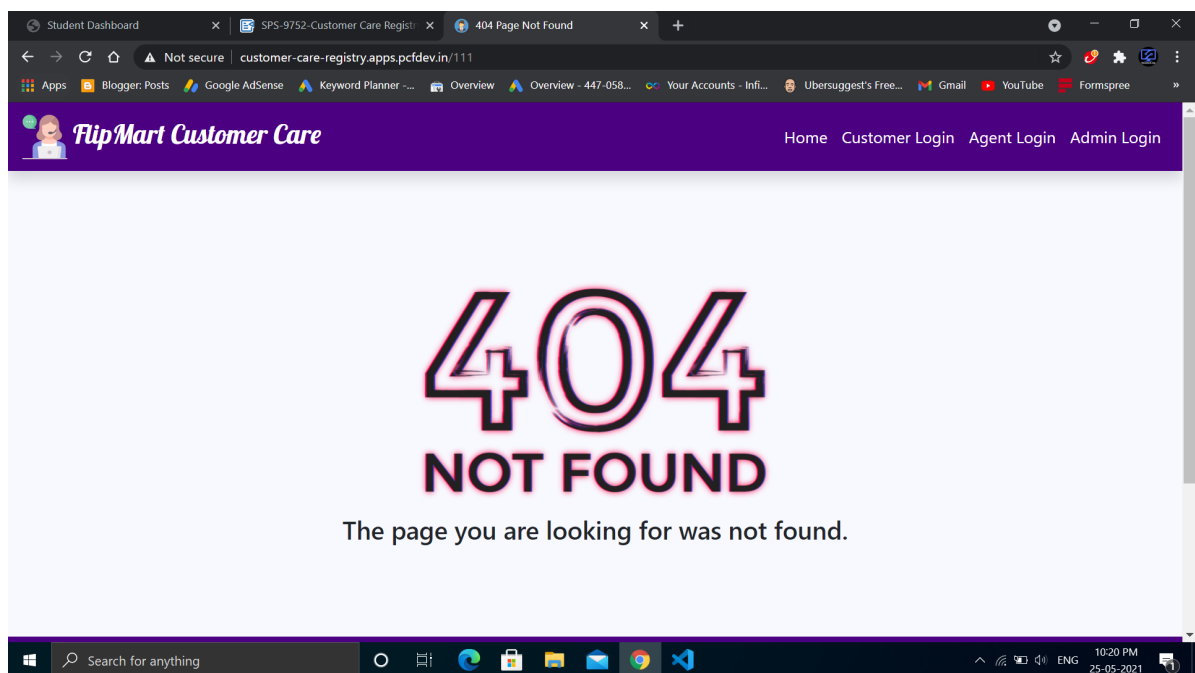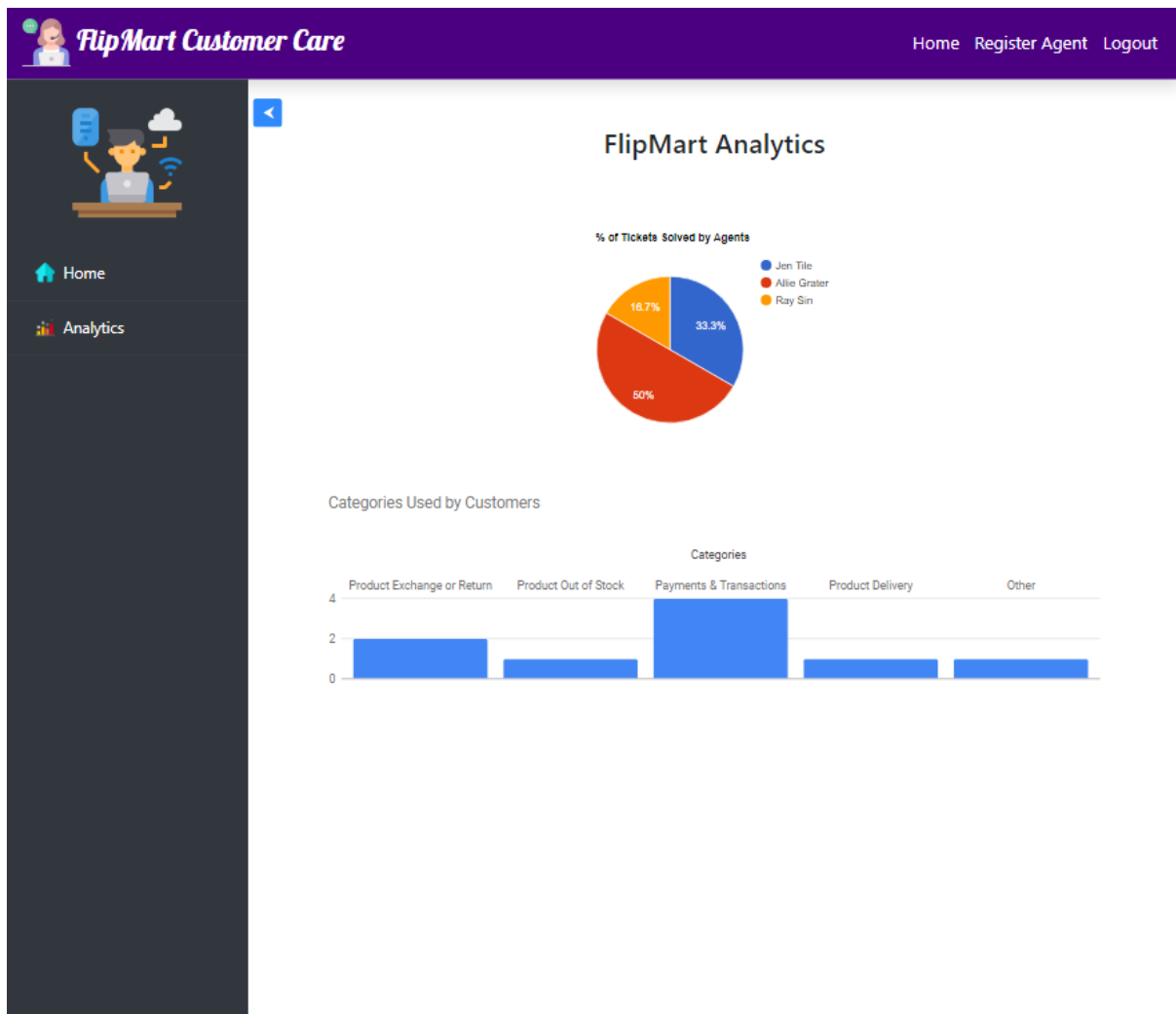**Hello! Allie Grater**

Apply Filter: All   Search Table: Start Typing Here...

All Tickets:

#TicketNo	Ticket Details	Timestamp	Status	Operation
246950	View Details	2021-05-25 10:50:34	Closed	Solved
451297	View Details	2021-05-25 09:09:23	Agent Assigned	Mark As Solved
377576	View Details	2021-05-10 17:19:34	Closed	Solved

7. ADVANTAGES & DISADVANTAGES

7.1 Advantages
1. It retains the customer.
2. Gets you more references.
3. Increases profitability.
4. Gives you and your employees confidence.
5. Creates a holistic marketing scenario.
6. Competitive advantage.
7. Boost Customer Loyalty.
8. Enhance Brand Reputation.
9. Improve Products, Services, Procedures and Staff.

7.2 Disadvantages
1. Higher staff wages from hiring employees who are experts in customer service.
2. Paying for staff training.
3. The extra services offered, such as refreshments.
4. Higher wage costs from the extra time staff take to provide post-sales service.
5. It can be particularly difficult for small businesses to cope with these costs.

8. APPLICATIONS

The areas where this solution can be applied

1. E-commerce
2. Retail
3. Sales
4. Telecommunication
5. Food Industry
6. Health Care
7. Banks & Finance
8. Transport
9. Investment
10. Insurance, etc

9. CONCLUSION

In conclusion, customer care, involves the use of basic ethics and any company who wants to have success and grow, needs to remember, that in order to do so, it must begin with establishing a code of ethics in regards to how each employee is to handle the dealing with customers. Customers are at the heart of the company and its growth or decline. Customer care involves, the treatment, care, loyalty, trust the employee should extend to the consumer, as well in life.

10. FUTURE SCOPE

Machine learning (ML), emerging customer service trends 2021 can help businesses in improving overall CX. Chat applications powered by AI are trending. Large companies, as well as startups, are leveraging this to reduce costs and improve service for customers.

Predictive analytics has particularly proved to be very useful. Through this, quarries that will result in a call for assistance can be predicted easily. Implementing ML in customer service trends will give you a significant difference in business growth.

11. BIBILOGRAPHY

References or websites visited/books referred for analysis about the project, solution previous findings etc.

1. https://getbootstrap.com/docs/4.3/getting-started/introduction/
2. https://www.w3schools.com/python/
3. https://www.geeksforgeeks.org/how-to-use-flask-session-in-python-flask/
4. https://pythonbasics.org/flask-mail/
5. https://www.flaskpwa.com/

APPENDIX

Source Code :
https://github.com/smartinternz02/SPS-9752-Customer-Care-Registry-

App Link :
http://customer-care-registry.apps.pcfdev.in/