

# 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

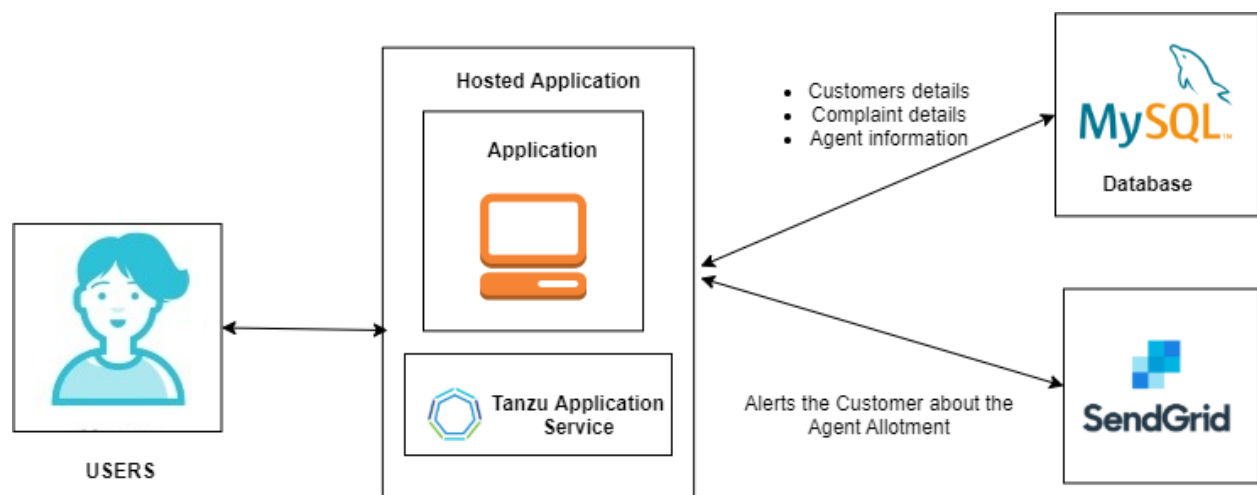
When the company pushes the wrong product or service to customer this can severely impact to company's profit, growth and brand reputation. To overcome this issues a good customer care should be provided to solve the customer's queries.

## 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:**

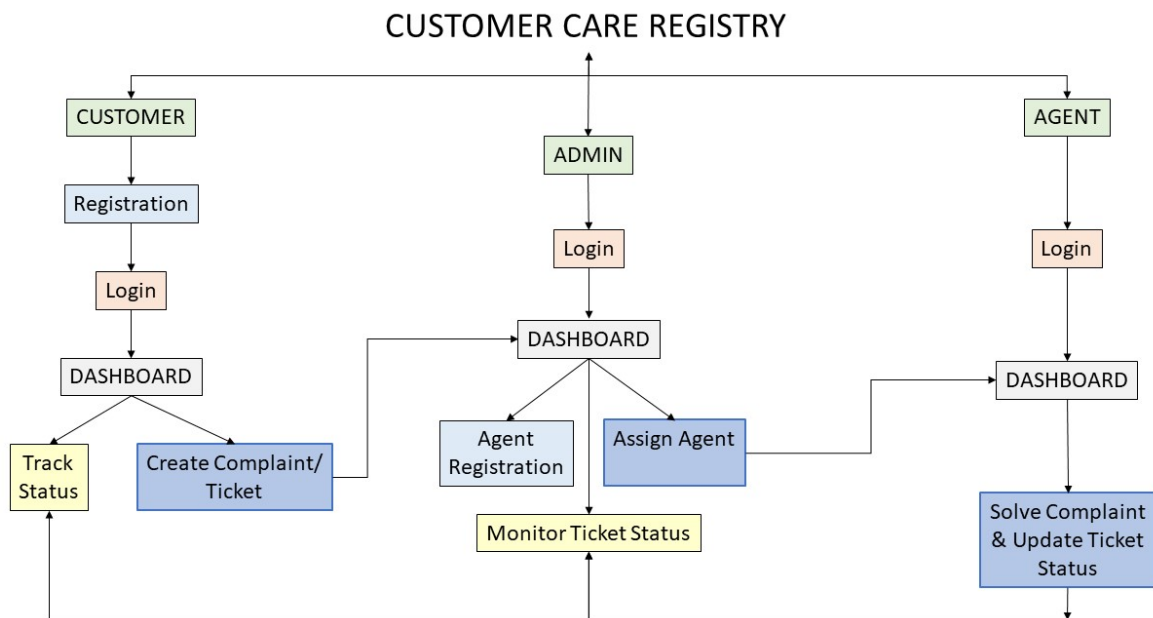
The person who takes the complaint or issue must be able to deal with it and come up with a resolution. It doesn't matter who has seniority. What matters is that the issue is fully resolved.

### **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.

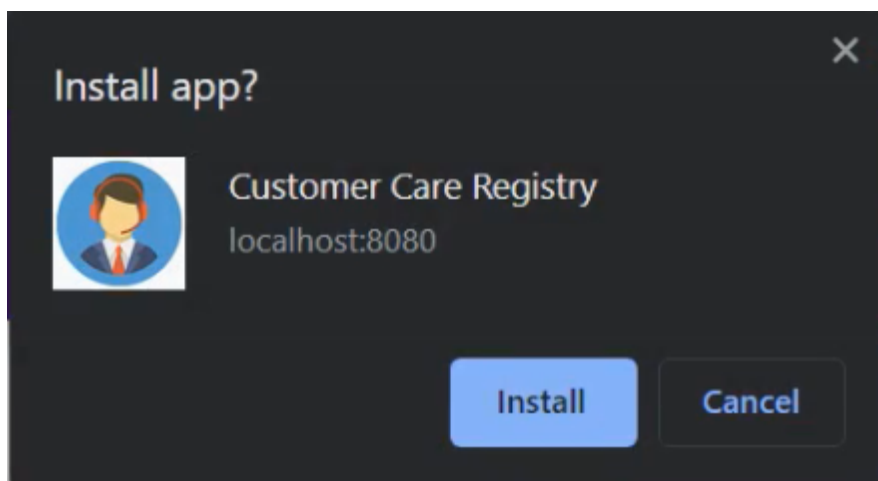
## 5. FLOWCHART

Diagram showing the control flow of the solution



## 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



### 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.



#### 3. Agent will be Assigned

After ticket submission 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?



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

Enter Email Address

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#### ABOUT

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

#### QUICK LINKS

[Customer Login](#)  
[Customer Register](#)  
[Agent Login](#)  
[Admin Login](#)

#### CONTACT


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**Customer Care Registry** Home Customer Login Agent Login Admin Login



### Customer Registration

Name

Email Address

Password

Confirm Password

[Window Only](#)

[Submit](#)

Already have an account? [Login here](#)

Search for anything


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**Customer Care Registry** Home Customer Register Agent Login Admin Login



### Customer Login

Enter Email

Password

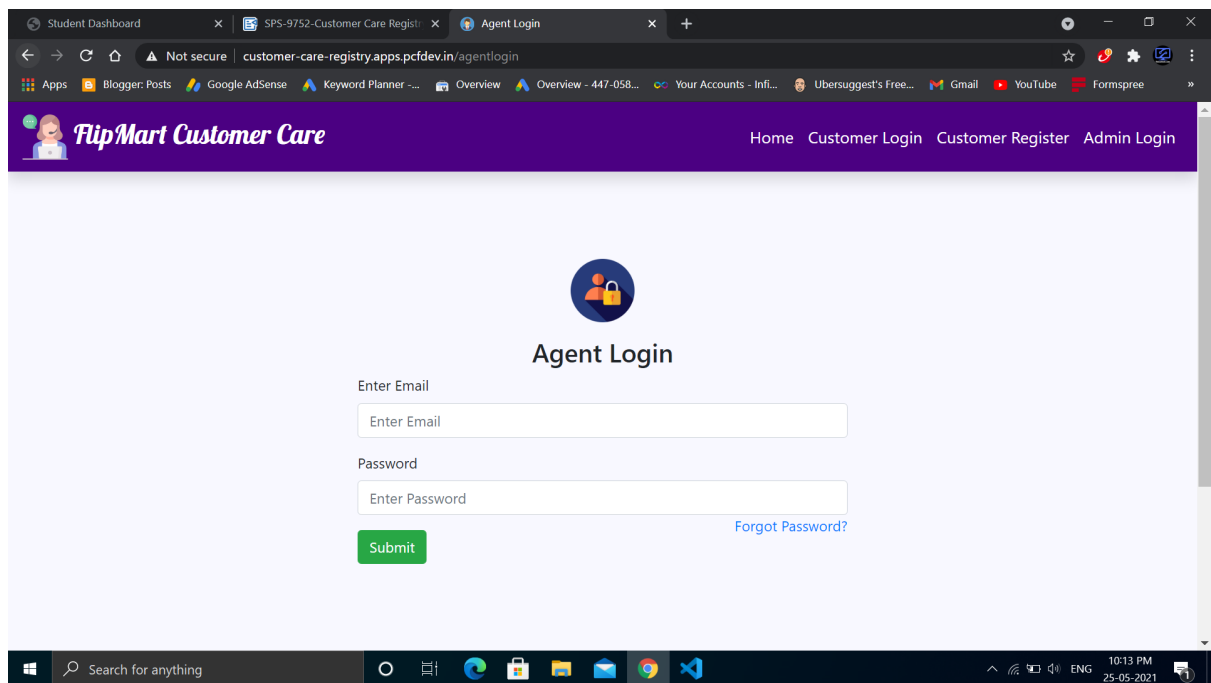
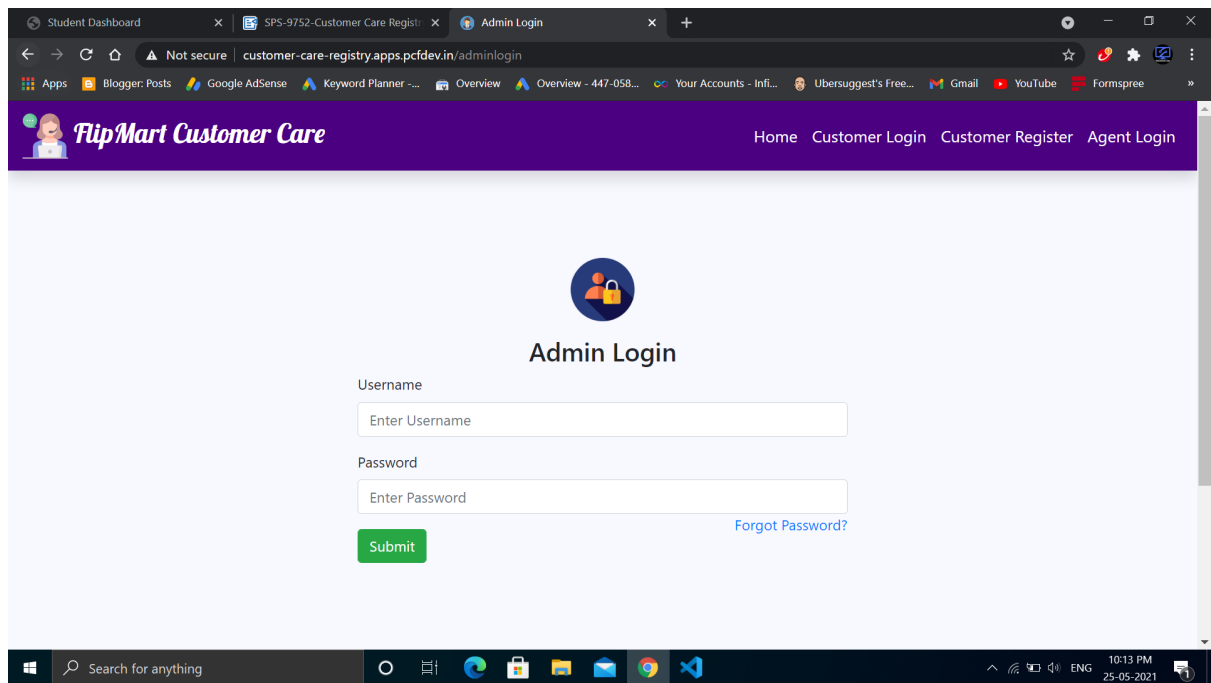
[Forgot Password?](#)

[Submit](#)

Don't have an account? [Sign Up here](#)

Search for anything


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 **Customer Care Registry** Home Agent Login Admin Login



## Agent Registration

Agent Name

Email address

Username

Password

Confirm Password

[Full screen](#)


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 **FlipMart Customer Care** Home Customer Login Customer Register Agent Login



## Forgot Password

Enter Email

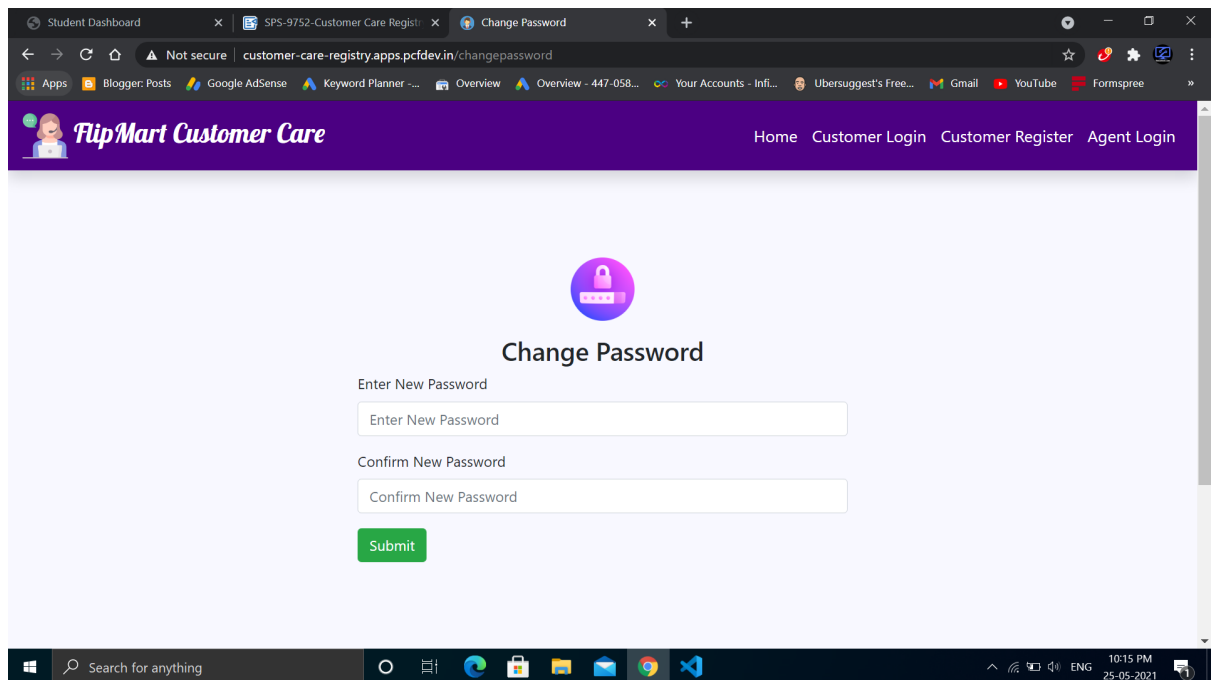
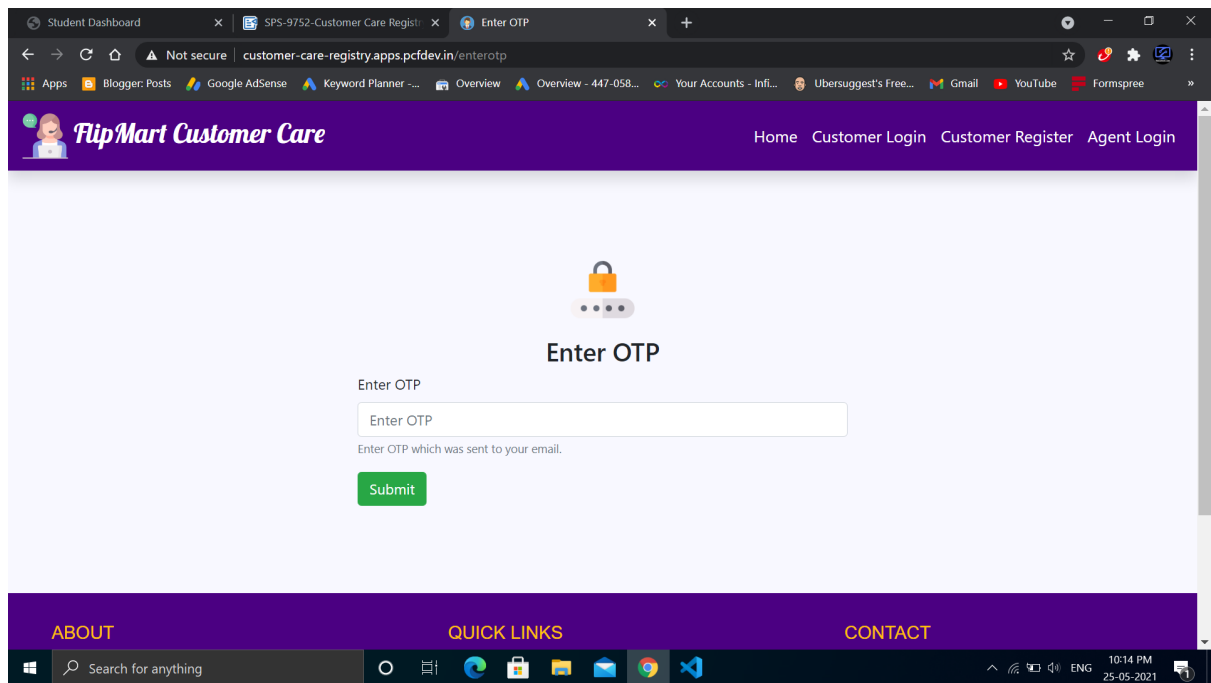
We'll send you a OTP to your email id.

ABOUT QUICK LINKS CONTACT

Search for anything

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## 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:


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

A screenshot of a web browser displaying the FlipMart Customer Care portal. A modal form titled "Complaint Details" is open in the center. The form contains the following fields: "Name" (with a placeholder "Enter Name"), "Email address" (with the value "abdulrahmanmohd53@gmail.com"), "Select Category" (a dropdown menu), "Subject" (with a placeholder "Subject"), and "Detailed Description" (a text area). At the bottom of the form are "Submit" and "Close" buttons. The background shows the portal's header with the FlipMart logo and navigation links, and a section titled "My Tickets:" with a table of tickets. The table has columns for "#TicketNo" and "Ticket" (with a "View" link). Two tickets are visible: one with ID 128125 and another with ID 301494, both with a status of "pending".




FlipMart Customer Care


HomeRegister AgentLogout



Home



Analytics



Admin Dashboard

3

No. of tickets Pending

2

No. of tickets Assigned to Agent

4

No. of tickets solved

All Tickets:


Apply Filter: 

All

Search Table: 

Start Typing Here...

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



FlipMart Customer Care

HomeLogout

Agent Dashboard

Hello! Allie Grater

Apply Filter: 

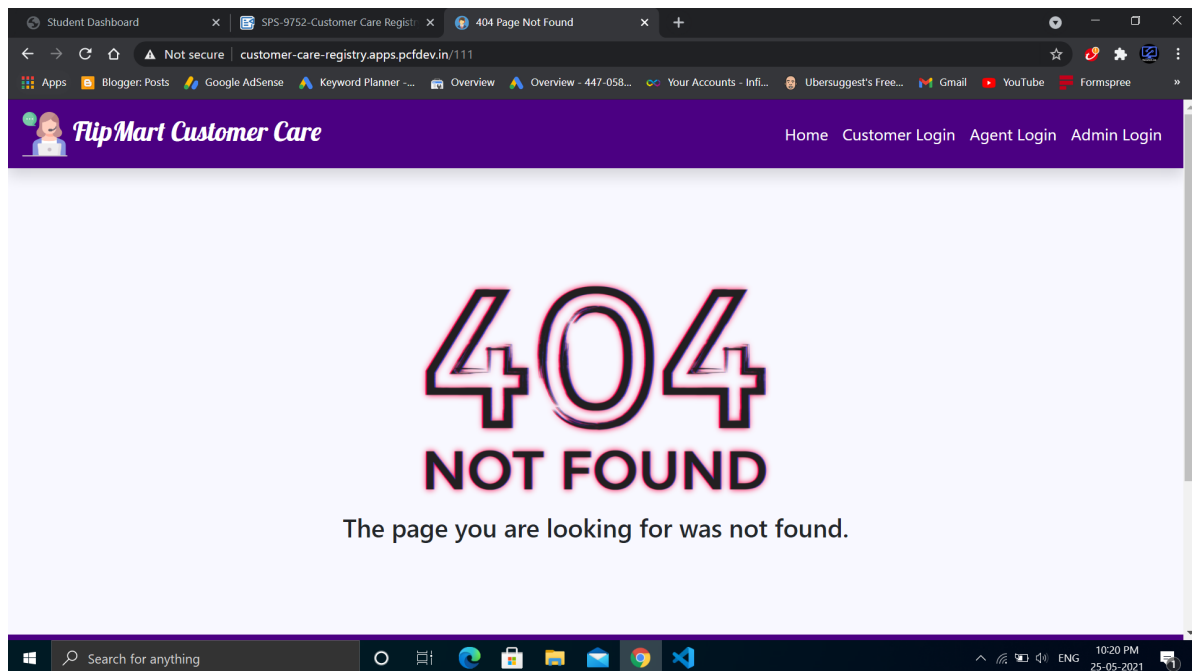
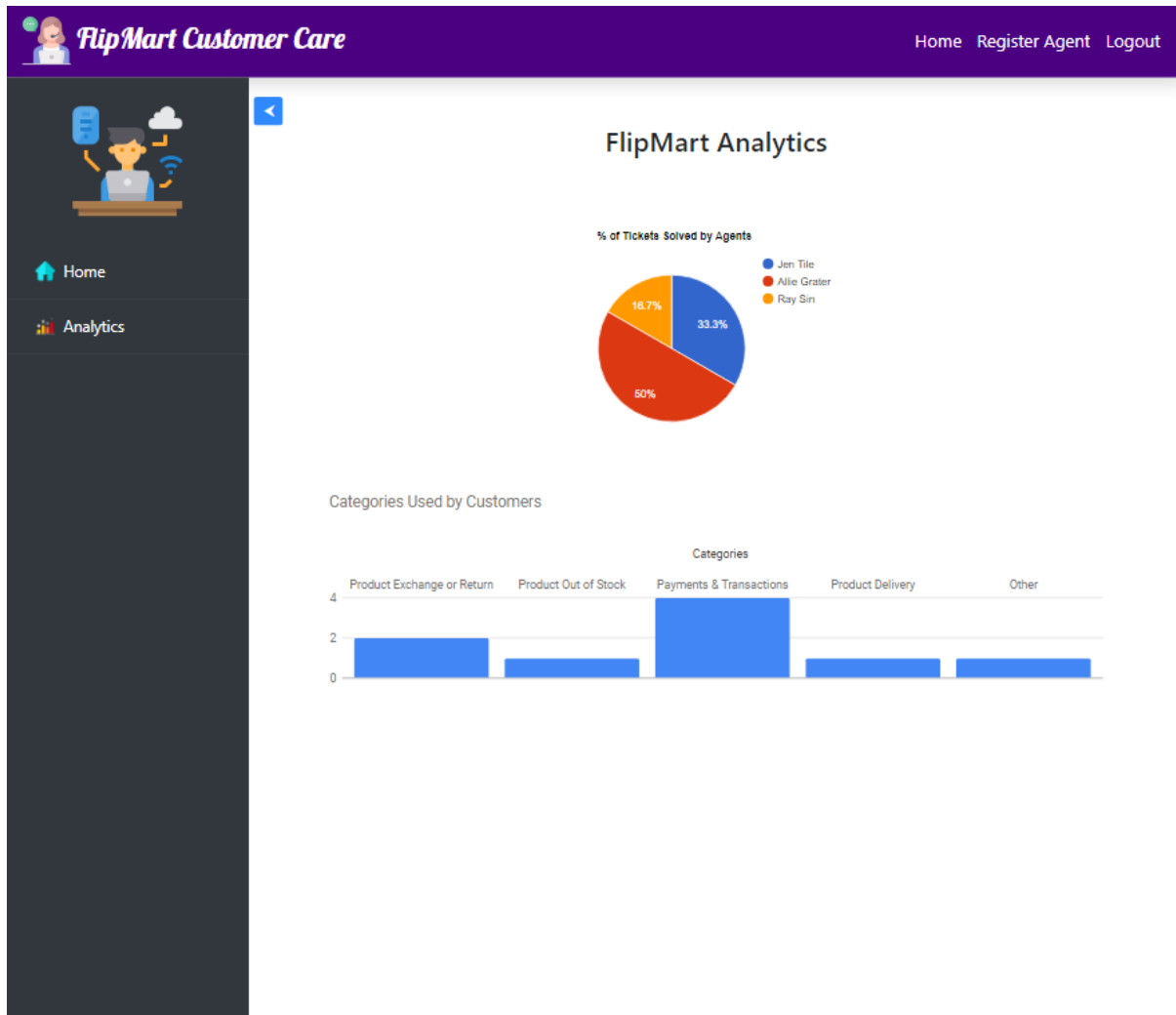
All

Search Table: 

Start Typing Here...

All Tickets:

#TicketNo	Ticket Details	Timestamp	Status	Operation
246950	<a href="#">View Details</a>	2021-05-25 10:50:34	Closed	<div>Solved</div>
451297	<a href="#">View Details</a>	2021-05-25 09:09:23	Agent Assigned	<div>Mark As Solved</div>
377576	<a href="#">View Details</a>	2021-05-10 17:19:34	Closed	<div>Solved</div>



## **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, queries 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. BIBLIOGRAPHY**

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/>

Demonstration Video: <https://youtu.be/e90HVbCspTI>

