Project Synopsis

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# TITLE:

Complaint Management System

# INTRODUCTION:

Complaint management is the process by which companies handle customer's complaints. It is a management technique for assessing, analyzing and responding to customer complaints. If managed effectively, complaints can help business grow and improve its operations.

Complaints management system is used to record, resolve and respond to customer complaints, requests as well as facilitate any other feedback.

# OBJECTIVES:

To make complaints easier to coordinate, monitor, track and resolve, and to provide company with an effective tool to identify and target problem areas, monitor complaints handling performance and make business improvements.

# SOFTWARE AND HARDWARE REQUIREMENT:

## Hardware Specifications:

1. Processor : Intel Core i3
2. Installed Memory (RAM) : 6.00 GB
3. System type : 64-bit Operating System, x64-based processor
4. Other : Mouse, Monitor, Keyboard

## Software Specifications

1. Operating System: Windows or Linux
2. Front-end Technology: HTML, CSS, JavaScript
3. Back-end Technology: PHP, MYSQL
4. Server: Wamp server
5. Browser: Google Chrome or other

# MODULES IN PROJECT IN DETAIL:

1. **Login –** The user will have to login to the system with valid user credentials.
2. **Raise a complaint/ticket –** The customers can raise a ticket for a product/service.
3. **Respond –** The admin can either respond to the ticket or pass the ticket to another department.
4. **Track –** The customer can track the status of the ticket and to whom it is assigned to.

# REFERENCES:

Here specify the description of the study material referred for the development of the project.

<https://bizfluent.com/how-5180781-track-customer-complaints.html>

<https://www.researchgate.net/publication/336716292_Online_Complaint_Management_Systems>