Project Overview Infocom CMS

1. Authentication
   - Register new Customer
   - Create Call centre agent, Support agent, Admin from Dashboard
   - Login
2. Complain Form
   - File complain as a Customer
   - File complain from Dashboard
3. Complain List
   - Complain list according to a specific order
   - Complain Management
4. Complain Distribution
   - Distribution of complain automatically according to Department o Distribution of complain by Department Head/ Admin
5. Complain Support
   - Update complain status
   - Edit/ Delete complain
6. Notify Customer
   - Notify customer automatically
     - ❖ SMS, Push Notification and Email
   - Notify customer manually
     - ❖ SMS, Push Notification and Email
7. Customer Feedback
   - Customer rating over complain after service
8. Report generation
   - Overall report (PDF/XLSX/XLS/Grant Chart)
   - Department wise report (PDF/XLSX/XLS/Grant Chart)
   - Date-wise report (PDF/XLSX/XLS/Grant Chart) etc.
9. Department Management
   - Create new Department
   - Update Department
10. User/ Role
    - Customer
    - Call centre agent
    - Support agent
    - Admin

Requirement Specification

Quality Function Deployment (QFD) is a technique that translates the needs of the customer into technical requirements for software. Ultimately the goal of QFD is to translate subjective quality criteria into objective ones that can be quantified and measured and which can then be used to design and manufacture the product. It is a methodology that concentrates on maximizing customer satisfaction from the software engineering process. So I have followed this methodology to identify the requirements for the project. The requirements, which are given below, are identified successfully by the QFD.

Normal Requirements

Normal requirements are generally the objectives and goals that are stated for a product or system during meetings with the customer. The presence of these requirements fulfills customers' satisfaction. These are the normal requirements for my project:

- provide user friendly design,

- authentication

- record and store Customer's complain in a database

- complain management

- complain support

- allow only valid users to login by authentication,

- distribution of complain by department

- notify customer

- Report generation with a complete log with graph and grant chart

- customer feedback

Usage Scenario

Complain Management System for Infocom Ltd. According the users the system will be like there will be authentication for users. There will be 4 types of user: Customer, Call center agent, Response team and Admin. After authentication customers and Call center agent will be able to file a complaint to the system. After submitting a complain customers will be notified with a message. After a complain arising the task of response team arrives. The complaint will be referred according to departments as per its level. Then the complaint will be shown in the dashboard of the department team members. Department members will take steps according their level and their department head will be notified. Response team will be able to see new complain list, open complain lists, Closed complain lists. After responding to a complain then the Call center will be notified and the call center will forward that to the customer. Then customer will receive the feedback by email and via sms also. Customer will also be able to give feedback against the complaint.

Features of the System
I. Authentication
II. Complain Form
III. Complain List
IV. Complain Distribution
V. Complain Support
VI. Notify Customer
VII. Customer Feedback
VIII. Report generation(Overall and also department wise)

Users
1. Customer
2. Call center agent
3. Support agent
4. Admin

Moc Design

The mock graphical interface design is provided in the following part. When the user will initiate the tool, he will see the first page shown below.
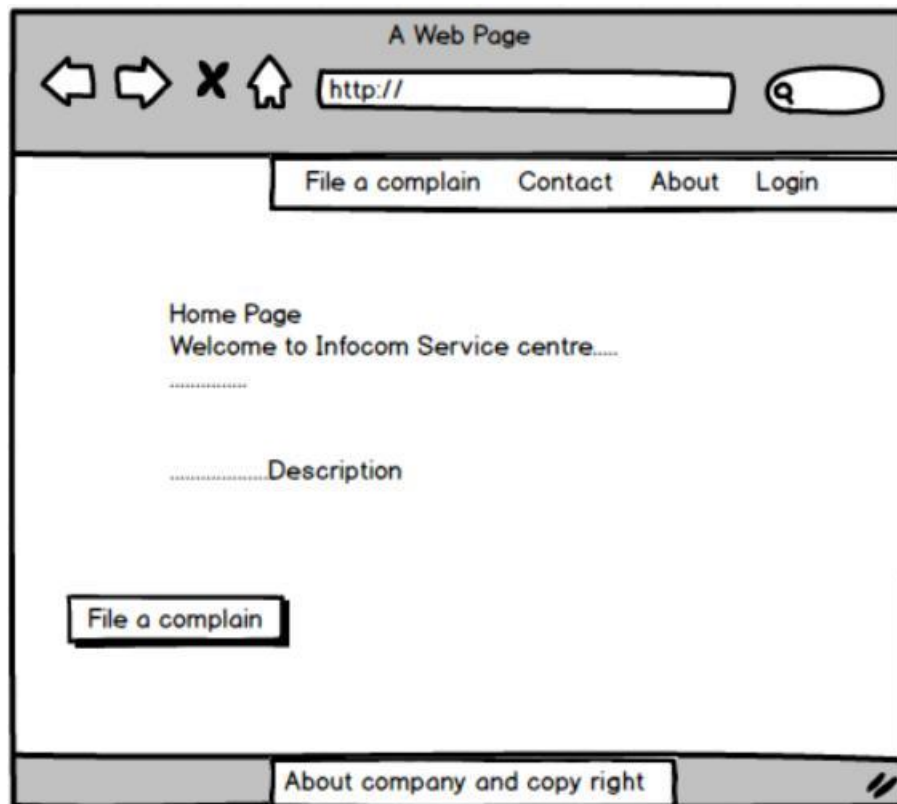

Figure 1: Moc Design of Home page

➔ Here ***File a Complaint*** button will be shown without login (authentication)? File a complaint
Button will be just for the customer. Customer can file a complaint without authentication.
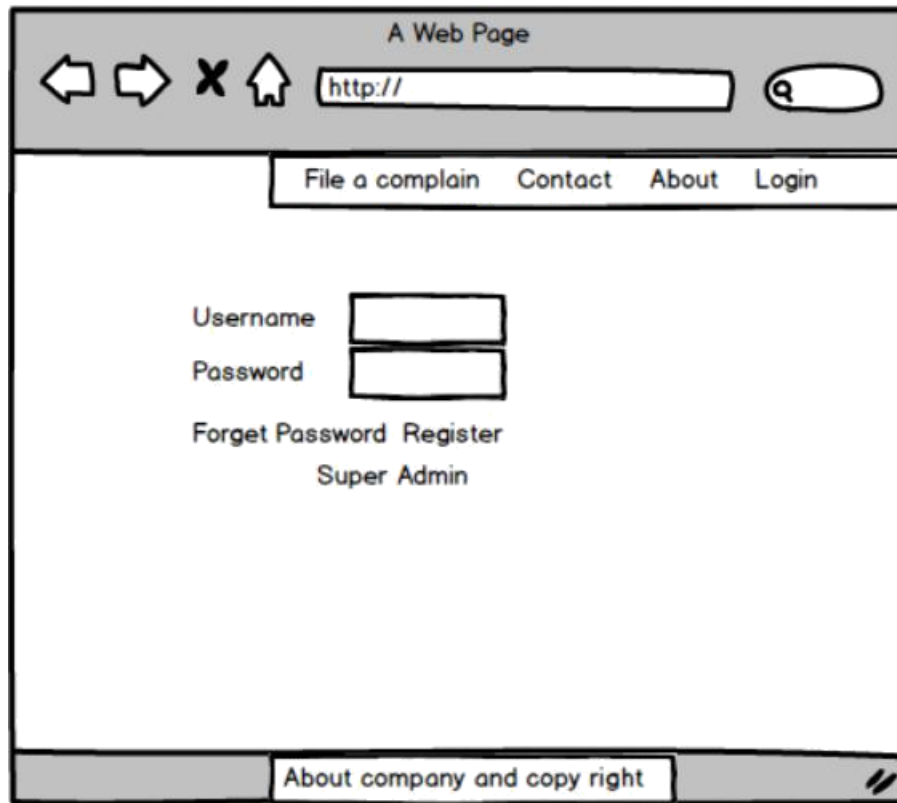
Figure 2: Moc Design of Login page

➜ Here is the user needed to provide what type of user she is (admin, called agent etc.) while logging in? All types of user will login. Like agents and customers can login normally and admin can login differently like admin login. There will be no super admin.
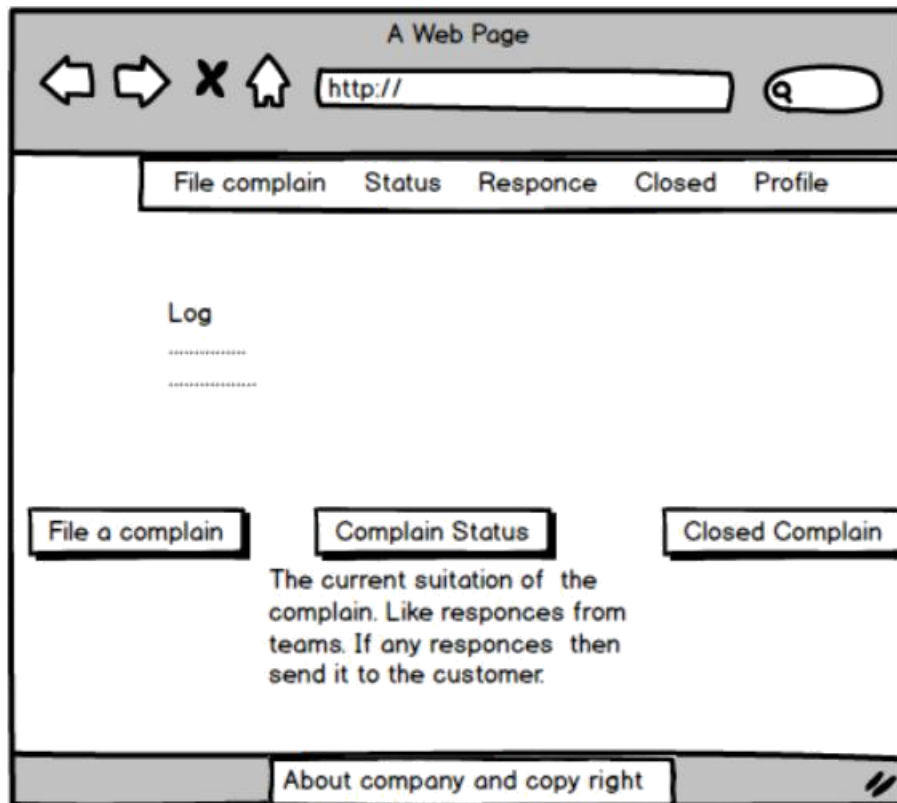
Figure 3: Moc Design of Call Center/Help Dashboard

Call center agent can file a complaint by submitting complain form. Agent will also assign that task to team. Agent will also notify customer about receiving the complaint.

Call center agent will also get notification if a customer files a complaint by himself through the system, then the agent will look at that complaint and need necessary steps according the system.

Call center agent will also be notified if there are any responses against any complain by response team and then he will forward that to the client.

Call center will also close the complaint.**

➡ What is the purpose of customer and admin?
Customer will just be able to file a complaint. Admin will have all the access, she can modify, see all information.

➡ How call centre agent know or get complaint from customer. I mean how a customer file a complaint. ?

When a customer complains then it will arise in call centre agents dashboard. There can be a new button like new complain from customer type where agents will get those complains. Customers can file a complaint by logging into the system or without logging.
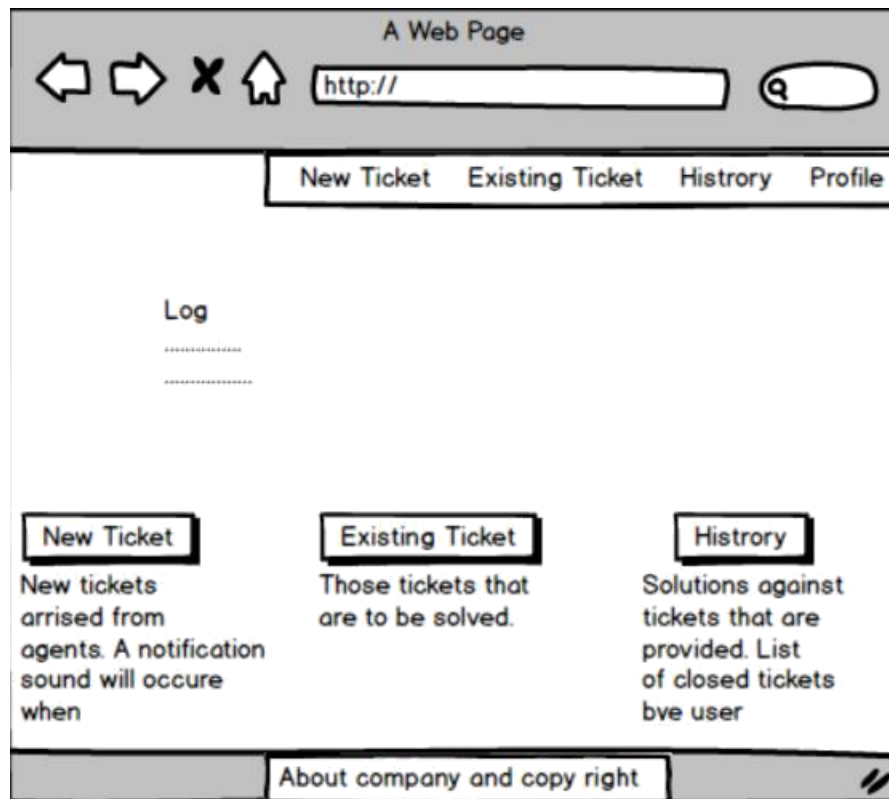
Figure 4: Moc Design of Complain form

Figure 5: Moc design of Department Member Dashboard

Team member will be notified whenever a new complain arises in the new ticket box (can also be notified by email). Then he will take necessary steps against the complaint (a lock system will be generated for working on a complain, as there are many members in a team so when anyone wants to give feedback against that complain then he need to click on edit button and if the complaint is still open then he will be able to edit that).

Team member can also see his existing ticket and his history.

➔ Can team members see new complaint and take steps for the complaint without assigning them by the corresponding team leader?

Yes team member will see new complain when it arises. All the team members will get notification of new complains but only one can give response against that complain. There will be a lock system like all the team members can see at a time but can edit just one. Like when then wants to give response to a complain then they will press edit button of that complain and if the complaint is still open like nobody has started editing then she will be able to edit.(Corresponding team leader can assign those complains that arises in her dashboard. This process will be done in team leader dashboard.)
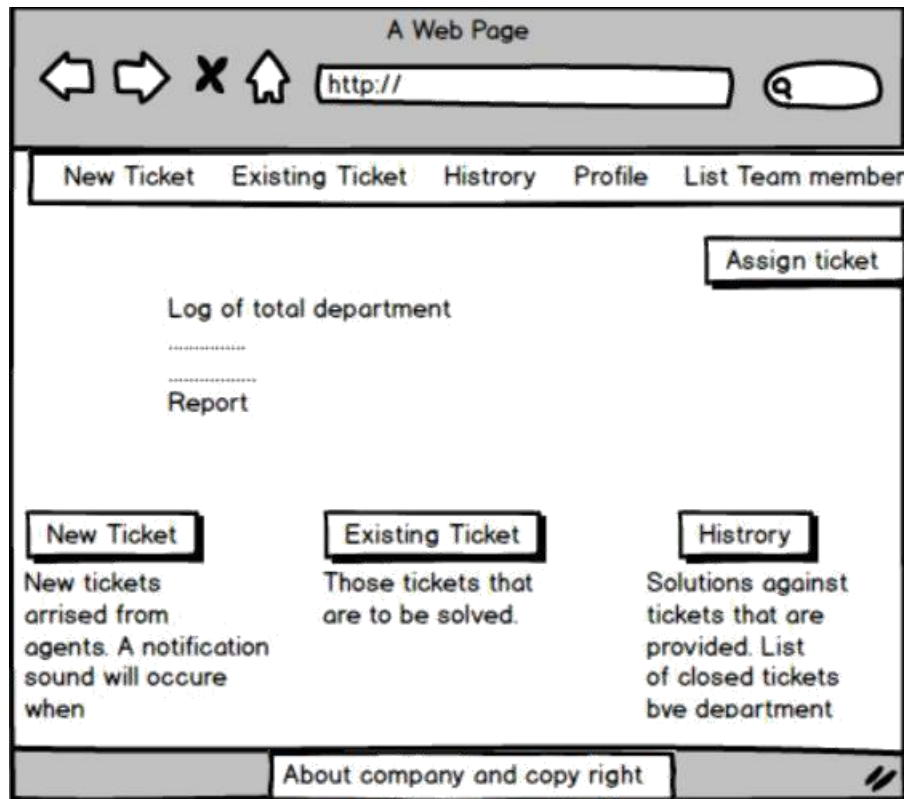
Figure 6: Moc Design of Department Head dashboard

Same as team member but he will have some extra fields to deal. Team head can assign complains to team member.

He will also be able to see his full team's log (day wise, monthly)

- **There will be a report system also. Report will be in two types-**
  1. Department wise
  2. Overall
- **There will be also a feedback system for customers. Customers will be able to give a rating out of 5. The rating part will be given in a mail.**