Project Name- Complaint Management system (CMS)

Abstract-

Complaint management System is introduced to optimize Customer’s bank complaints. Customer Complaint is important information reflecting customers sound and is a primary measure of customer dissatisfaction. An Effective and Efficient response to these complaints is an essential index of organization’s performance. The presented model for the Customer Complaint Management System will have the ability to minimize customers’ dissatisfaction and on the other hand it can encourage customers to participate in controlling the quality of the service provided Customer who comes to the bank for will meet the agent or he can E-mail his complaint to the agent. Agent will check his bank details into the system. And the process of solving his query takes place.

The CMS gives profit to customer and to the bank agents as agent can file a complaint to the system which can be stored in system and can track customers complain. Only authorized person has the right to retrieve data from the system. This will secure the customers information. Beside that, it is easy for the management to maintain record about the customers complaints. The time for retrieving the information needed will be less compare to the manual.

Functions List Based on action:

Agent:

* Raise/ View/Edit a complaint
* Search complaint
* Close FCR: If complaint type is FCR then it will be closed automatically once agent hit the save button

Resolution Team:

* View/Edit/Search complaint
* Close complaint: after successful solution he can close a complaint
* Report: Number of complaints assign to the member

Hardware & software Requirement-

Computer/ processor= INTEL P4 Processor, 2.66 ghz of Higher

Memory = 128 GB RAM or Higher

Hard disk= 10 GB system drive or higher

Software Requirement-

OS= windows XP (SP-2/3), windows 7, windows 8 or Higher

IDE= Spring tools suits (STS)(eclips)

Database=MySql

Language= java

Web technology= spring, spring rest API, HTML, CSS, Angular JS 1.5 , JAVA SCRIPT.