

Project Design: shopEZ: One-Stop Shop for Online Purchases

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Team ID	LTVIP2025TMID53438
Project Name	ShopEZ: One-Stop Shop for Online Purchases

Online Complaint Submission Platform

Features

1. Complaint Form: A simple, user-friendly form for customers to submit complaints.
2. Complaint Categorization: Allow customers to categorize their complaints (e.g., product issue, delivery problem, refund inquiry).
3. File Upload: Enable customers to upload supporting documents or images.
4. Complaint Tracking: Provide a tracking system for customers to monitor the status of their complaints.
5. Notification System: Send automatic notifications to customers on complaint status updates.

Complaint Submission Process

1. Customer Submits Complaint: Customer fills out the complaint form and uploads supporting documents.
2. Complaint Received: Complaint is received by shopEZ customer support team.

3. Complaint Review: Customer support team reviews the complaint and assigns a tracking number.
4. Resolution: Customer support team works to resolve the complaint.
5. Complaint Closed: Complaint is closed, and customer is notified of the resolution.

Benefits

1. Improved Customer Experience: Provides customers with an easy and convenient way to submit complaints.
2. Increased Efficiency: Streamlines the complaint handling process for shopEZ customer support team.
3. Better Resolution: Enables shopEZ to resolve complaints more effectively and efficiently.