SOFTWARE REQUIREMENTS SPECIFICATION

for

Customer Care Registry

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Contents

List of Figures

SRS on Customer Care Registry

1. Introduction

1.1 Problem Definition

Today all the things are managed by software, many services and many facilities available on your phone like you order food from your mobile, order the clothes from online store these type of facilities available at online mode, but sometime these companies provides the wrong items like you order a cloth, but company deliver wrong cloths or a defective piece. So, customer's face the problems on how to return the product and how to register their complaint regarding the products.

The existing system for the customer care registry project is a paper-based system. This system is used to track customer service requests and complaints. The system is cumbersome and time consuming, and it is difficult to track and report on customer service issues. The customer care registry project is designed to replace the existing system with a new, web-based system. The new system will be easier to use and will provide more accurate and timely information on customer service issues.

This Web 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 a 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 role and responsibility of the admin are to take care of the whole process. Starting from Admin login followed by the agent creation and assigning the customer's complaints. Finally, He will be able to track the work assigned to the agent and a notification will be sent to the customer.

USER: They can register for an account. After the login, they can create the complaint with a description of the problem they are facing. Each user will be assigned with an agent. They can view the status of their complaint.

1.2 Document Conventions

The format of this document is referred from the standard IEEE guidelines:

- Font face: Times New Roman
- Font size:
    - Heading: 18
    - Sub-heading: 14
    - Description: 12
- Bold face and indentation is used on general topics and or specific points of interest including the heading and sub-heading.

1.3 Intended Audience and Reading Suggestions

This document is mainly intended for project guides. The sequence for reading the document begins with the overview sections and proceeding through the sections that are most pertaining to each reader type.

1.4 Purpose

The purpose of the customer care registry project is to develop a centralized database of customer service that can be accessed by companies in order to improve customer service. The registry will contain customer complaint records from a variety of categories, including contact information and comments. This information will be used to help companies improve their customer service practices and make informed decisions about customer service policies. The purpose of this project is to develop a customer care registry to handle complaints of the user. This registry will help the company to track, manage customer care related information. It will also help the company to improve customer care services by providing efficient care to customers.

1.5 Literature Survey

A literature survey was conducted on customer care registry projects. The following is a summary of the findings: It was found that customer care registry projects are typically implemented to improve customer service and/or to reduce costs. In many cases, the registry project is used to streamline customer service processes and/or to reduce the number of customer service calls. In some cases, the registry project is used to improve customer satisfaction scores.

It was also found that customer care registry projects can be implemented using a variety of different technologies, including web-based applications, customer relationship management (CRM) systems, and enterprise resource planning (ERP) systems. Finally, it was found that customer care registry projects can be successful if they are properly planned and implemented. However, if the project is not properly planned or implemented, it is likely to fail rating time into a recommender system is important, because there are often preference seasonal effects. For example, it is likely that in December, more people are going to be watching holiday-themed movies and buying home decorations.

2. Overall Description

2.1 Product Perspective

The main objective of this website is solving the customer problems and provides the best solution of his problem. With this website user easily register his complain and this application make connection between customer and service provider. If any company and business want to grow so first objective is customer satisfaction every company try its best for the customer satisfaction and customer care registry is first step of the customer satisfaction, it's an important service so provided by the companies to the user. User always prefers the easy solution and this application is easy to use and give the good experience to the user.

2.2 Features

The feature of this application is the customers can raise the ticket with a detailed description of the issue. Whenever the employee is assigned to customer, the allotted employee contacts with

the customer by its personal details and acknowledges to customer by its mail and its direct contact to the customer on its mobile phone and try to solve the customer problem.

2.3 Benefits

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. Companies assign the agent for this customer and agent solves the customer problem. This customer care registry provides the benefits both sides. Delivering excellent customer service is one of the best strategies for client retention.

3. Specific Requirements

3.1 Interface Requirements

The user needs to click the link to the website. Then he/she needs to register to the system by providing a password, email, phone no.

3.2 Functional Requirements

This section outlines the use cases for each user registered to the app (larger system).

3.2.1   Use Case

This section outlines the use cases for each user registered to the app (larger system In the Unified Modeling Language (UML), a use case diagram can summarize the details of your system's users (also known as actors) and their interactions with the system. To build one, you'll use a set of specialized symbols and connectors. An effective use case diagram can help your team discuss and represent, Scenarios in which your system or application interacts with people, organizations, or external systems, Goals that your system or application helps those entities (known as actors) achieve, the scope of your system.
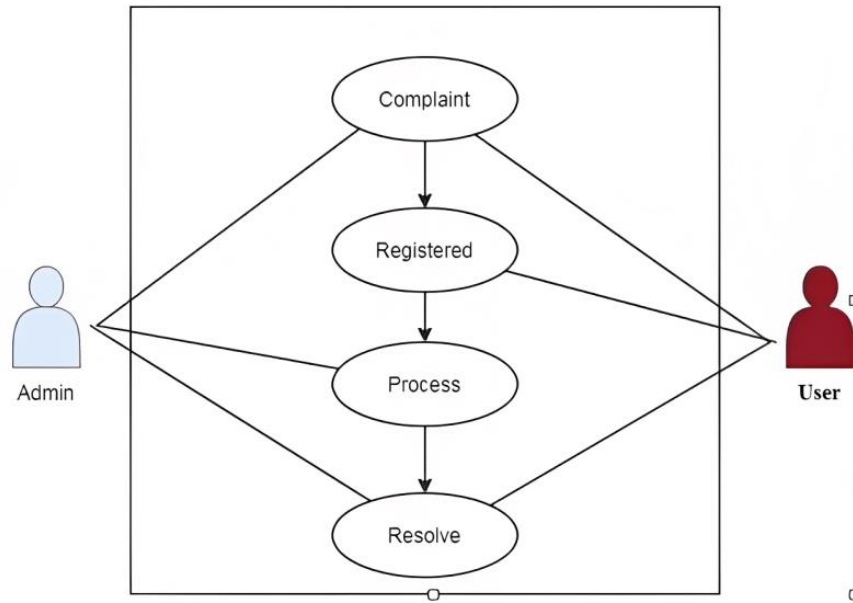
Figure 1: Customer Usecase Diagram

3.3 Non-Functional Requirements

3.3.1 Usability

To provide optimal usability for our proposed solution we have mainly concentrated on easier navigation throughout our website. For user, they can easily login with their credentials and also they can register by themselves either with unique valid email id or with their mobile number.

3.3.2 Performance

In order to bring best performance, we have concentrated on overload of user requests. To minimize the overloads and to minimize the system's response time we have created more agents Service. So every individual user will be allotted with individual agents.

3.3.3 Security

Before any user trying to log a complaint, they must login using correct credentials.

3.3.4 Usability

To provide optimal usability for our proposed solution we have mainly concentrated on easier navigation throughout our website. For user, they can easily login with their credentials and also they can register by themselves either with unique valid email id or with their mobile number.

4. External Interface Requirement

4.1 Hardware Interfaces

Processor   :   P4

Ram   :   512 MB

Communication Channel   :   Internet

Hard Disk   :   10 GB

Monitor   :   VGA Color (256)

4.2 Software Interfaces

Operating System   :   Any Windows OS.

Client Program   :   Google Chrome

Server Program   :   Apache Tomcat 6.0.

IDE   :   Visual Studio Code 1.78.

Language   :   HTML, CSS, PHP

Client side Scripting   :   Java script.

Database software's   :   MySQL.

4.3 Communication Interfaces

Our system is a mobile-based application and hence it requires only a basic smartphone. This system supports all Android (>5.0) enabled devices.

5. Data Model and Description

5.1 Data Description

5.1.1   Data Objects

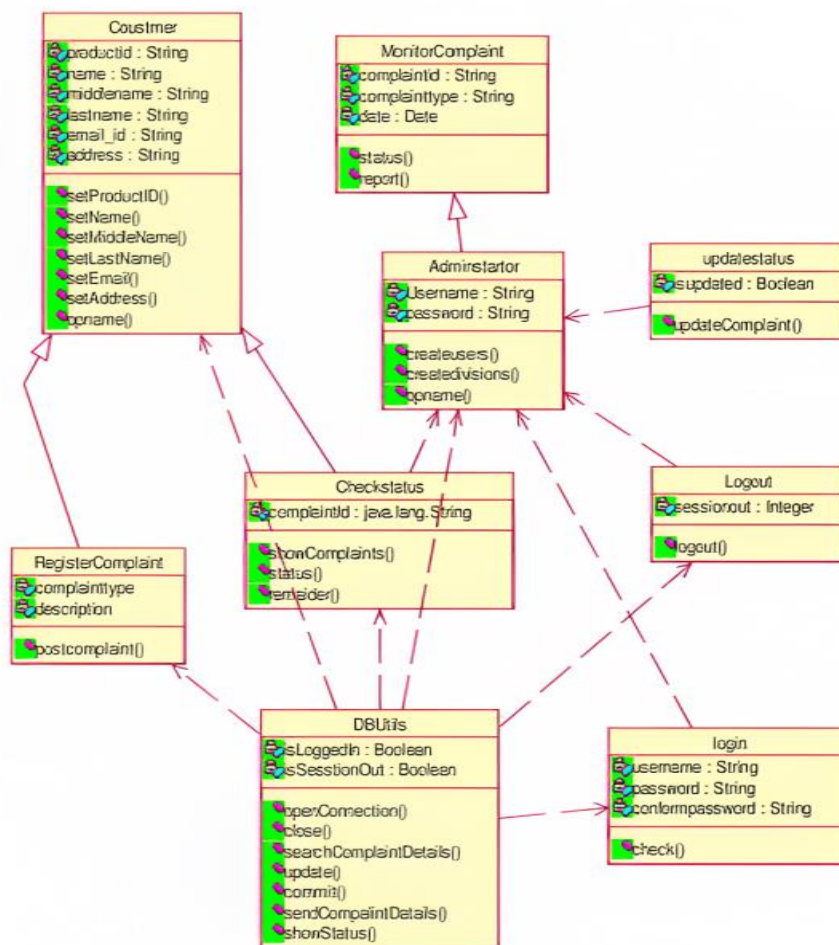This subsection of the document explains system's classes and their relations with each other.

Figure 2: Class Diagram
SRS on Customer Care Registry
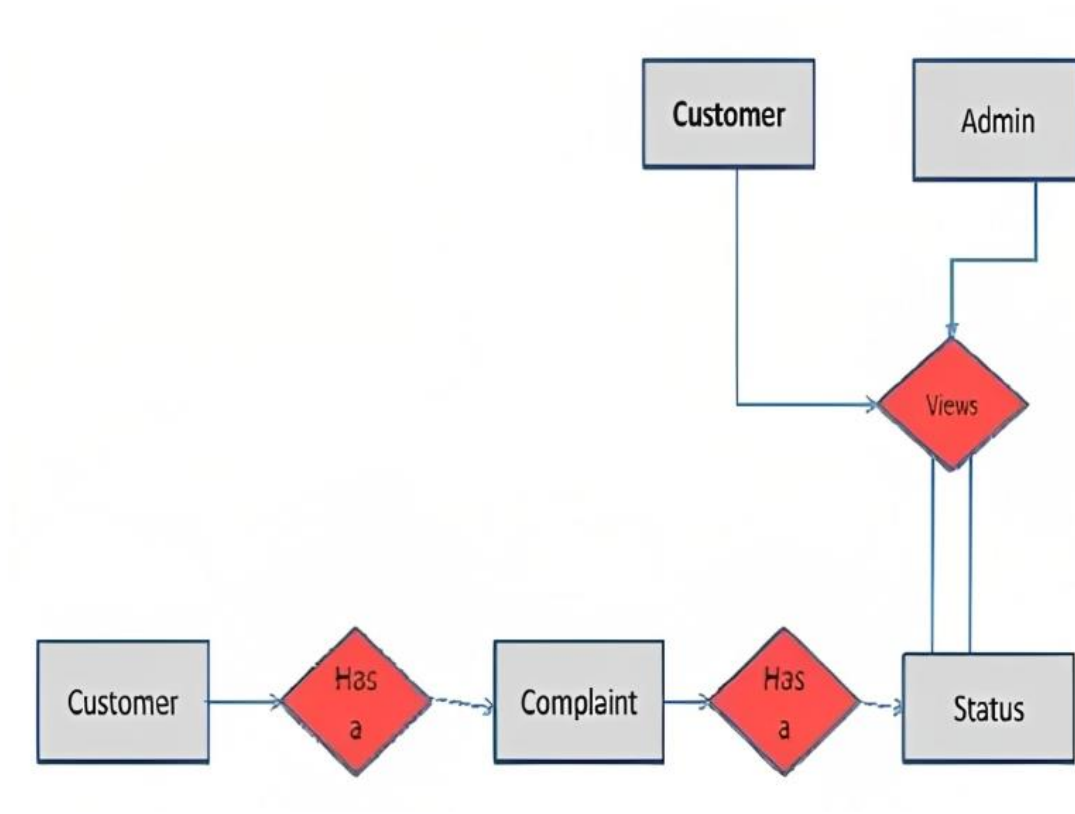
5.1.2 Entity Relationship

Figure 3: Entity Relationship Diagram

6. Behavioral Model and Description

6.1 Description for Software Behavior

This subsection describes the major events and states of our software. This app is a management system that handles customers complaints.

6.2 Sequence Diagrams

This is the UML sequence diagram of Customer Care Registry which shows the interaction between the objects of Users , Admin and Databases.
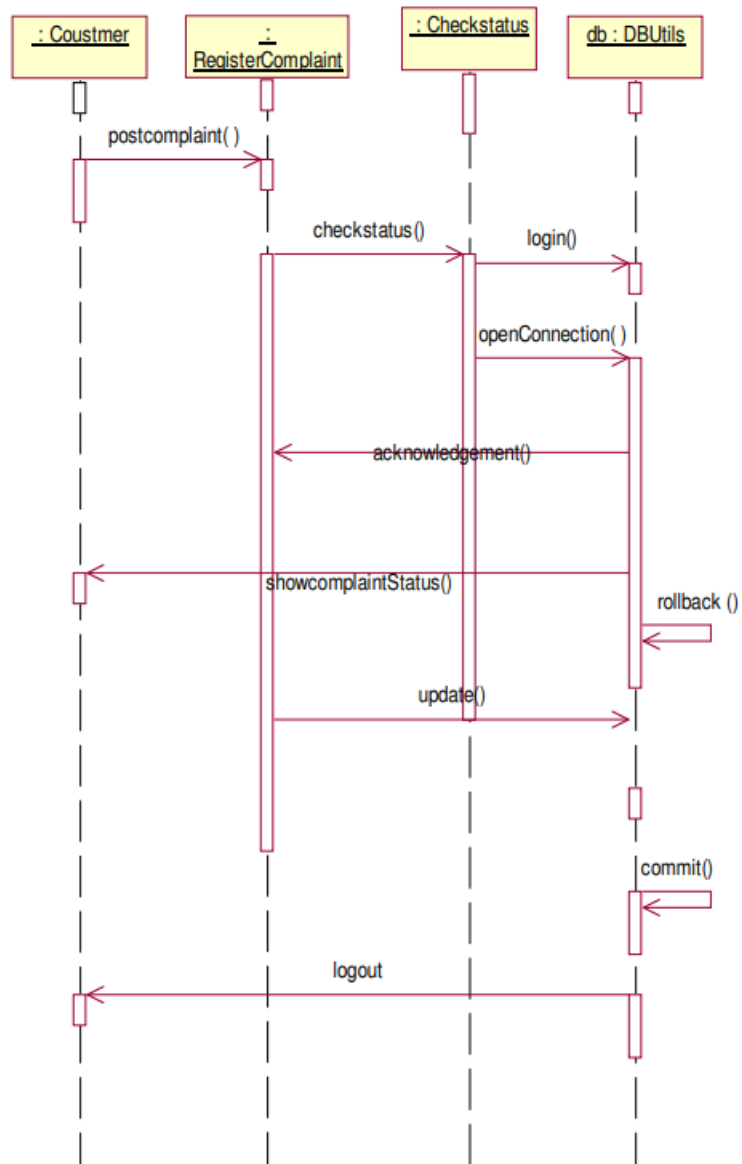
SRS on Customer Care Registry

Figure 4- Login Sequence Diagram

SRS on Customer Care Registry

6.3 Block Diagram
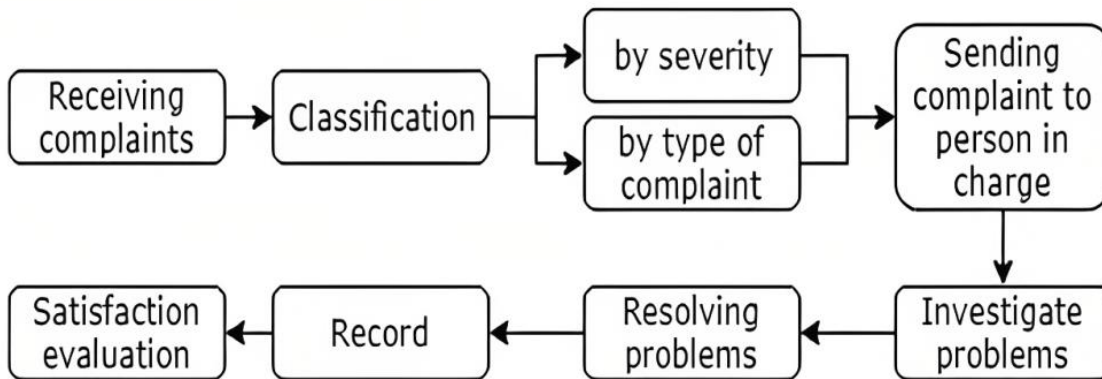
6.3.1 Level 0 Data Flow Diagram

Figure 5: Level 0 Block Diagram
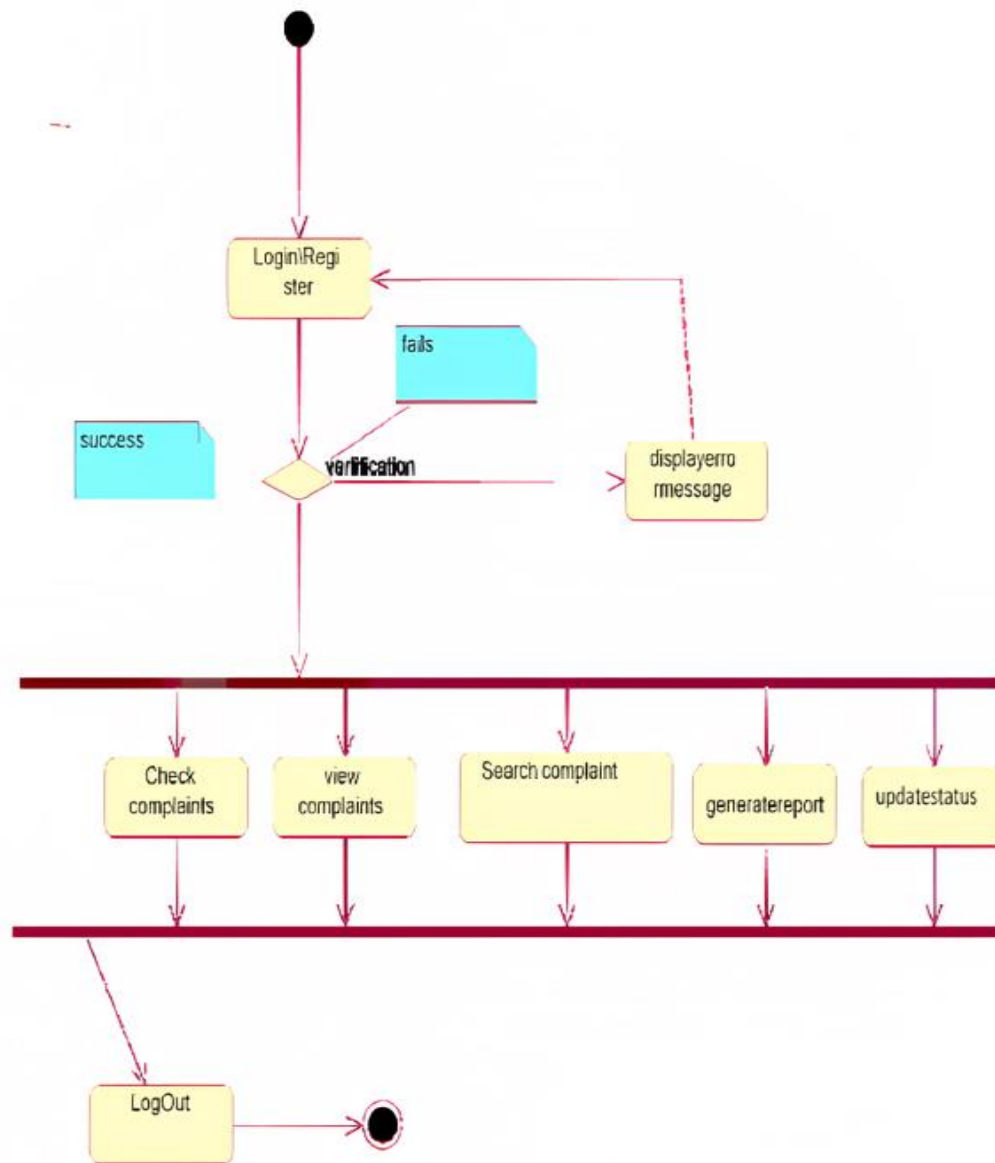
6.4 Activity Diagram

Figure 6- Activity Diagram for login and basic overview

7. Conclusion & Future Scope

The researcher has highlighted how the system works, who are the main users, services and how they can deal with the proposed system. This paper presents an overview of the development and implementation of the Complaint Management System as a web-service based on cloud. The results obtained from the implementation are encouraging and promising for the development or more complex systems in the future as the Complaints Management is a complex and Critical problem. Complaints and compliments are valuable source of information that organizations can use to improve program delivery and service. As regulatory and market pressures continue to mount upon companies, industry leaders will need to develop effective solutions or face the high costs inherent in failed Technology implementations and weak customer relationships. The preferred alternative is a customer-focused complaints management solution that works. Finally the researcher believes that the presented model can be helpful in other fields of e-complaining in terms of Citizen Adaption and Citizen Loyalty.

It is quite certain that with great precision the new-gen technology of Customer Care Registry solutions will help in the sales and marketing to a great deal. This will be done while calculating the better results attained by the marketing team.

The progression of customer care registry in the future would mostly depend on how faster API's redefines cloud platforms. And it is simply the beginning of API's era of integrating customer care registry solution with the business application.

Even though the benefits of customer care registry sounds quite interesting while its implementation challenges are quite difficult to overcome. And with the advancement of customer care registry technology every year, this trend of implementation barriers will keep rising.

8. References

As Internet is an Ocean of knowledge, we, too, has been helped by the same inter network of system. We've referenced from many a site to get Information/ for Knowledge Gathering to understand the current scenario of the market, below are the references we have got helped from, and we acknowledge the same:

[1] Cho Y., Hilts R., & Fjermestad J., "An Analysis of Online Customer Complaints: Implications for   Web Complaint Management." in Proceedings of the 35th Hawaii International Conference on System Sciences, Hawaii, (2002)

[2] Najar, A. S., Al-Sukhni, H. A., & Aghakhani, N., "The Application of Service Oriented Architecture in E-complaint System." Paper presented at (ICCSN '10) the Second International Conference on Communication Software and Networks, (2010, 26-28 Feb. 2010).