MAJOR / MINOR PROJECT ABSTRACT [Form – 1] (YEAR - 2023)

NAME OF LAB COORDINATOR: Sanju Choudhary

TITLE OF PROJECT: Customer Care Registry

PROJECT TRACK: (Tick the appropriate one / ones)

1. R&D (Innovation)	2. CONSULTANCY (Fetched from Industry)	3. STARTUP (Self-Business Initiative)	4. PROJECT POOL (From IBM / INFOSYS) ✓	5. HARDWARE / EMBEDDED

BRIEF INTRODUCTION OF PROJECT:

The Customer Care Registry project aims at establishing a robust and efficient platform that facilitates seamless communication between customer and admin, enabling customers to register their complaints and admin provide prompt resolutions.

TOOLS / TECHNOLOGIES TO BE USED:

NAME OF TOOL / TECHNOLOGY	VERSION	SOFTWARE / HARDWARE	PURPOSE OF USE
HTML, CSS, Javascript		SOFTWARE	For developing frontend
PHP		SOFTWARE	For developing backend
Maria DB		SOFTWARE	For developing database

PROPOSED PROJECT MODULES:

NAME OF MODULE	PROPOSED FUNCTIONALITY IN PROJECT
Registration Module [User, admin]	Allows users to register by providing name, No., password.
Complaint Registration Module	Allows users to submit their complaints with details.
Complaint Resolution Module	Allows admin to resolve complaints & update status.
Customer management Module	Allows admin to view all user, user logs, complaints, etc.
Category and subcategory Mgmt module	Allows admin to manipulate categories & subcategories.
State Management module	Allows admin to manage states for complaints.

TEAM MEMBER DETAILS:

STUDENT NAME	CLASS & GROUP	MOBILE No.	EXPERTISE AREA	ROLE IN PROJECT
Prasoon Khandelwal	IT-B (G1)	9057227698	Database	Database Designer
Nitin Jain	IT-B (G1)	7742365333	PHP	Backend developer
Nupur Mathur	IT-B (G1)	8005617529	HTML, CSS	frontend developer
Manthan Jain	IT-B (G1)	9057614615	Javascript	frontend developer

NOTE: 1. This form is to be submitted by a team of maximum 4 students in the starting of semester to lab coordinator.

2. Students must keep a Xerox copy of this form as reference for project work and attach it to final report.