Swami Keshvanand Institute of Technology, Management & Gramothan
Ramnagaria, Jagatpura, Jaipur

Department of Information Technology
Major Project VIII Semester (2022-23)

ABSTRACT

Title: Customer Care Registry

The Customer Care Registry project aims to establish a robust and efficient platform that facilitates seamless communication between customers and administrators, enabling customers to register their complaints and administrators to provide prompt resolutions. Effective customer care management plays a pivotal role in building strong relationships and ensuring customer satisfaction. However, traditional complaint filing methods often lack efficiency and transparency, leading to customer frustration and suboptimal resolution outcomes. The Customer Care Registry project addresses these challenges by leveraging a user-friendly interface, real-time updates, and streamlined processes to empower customers and enhance complaint resolution efficiency.

In today's digital age, customers expect convenience and prompt responses when it comes to addressing their concerns. The Customer Care Registry project recognizes this need and provides customers with an intuitive platform to register their complaints. By eliminating the need for cumbersome paperwork or phone calls, customers can effortlessly log in to the system, provide detailed information about their grievances, and submit them for resolution. This streamlined process saves time and improves customer convenience, fostering a positive customer experience from the very first step.

Technology Used: HTML, CSS, Javascript, PHP, MariaDB

Project Members:

Manthan Jain   19ESKIT055

Nitin Jain   19ESKIT064

Nupur Mathur   19ESKIT065

Prasoon Khandelwal   19ESKIT069

Submitted to:

Mr. Vipin Jain
Associate Professor