

## 1. INTRODUCTION

### Overview

The objective of this app is to help customers in solving their complaints. Customers may submit a ticket with a thorough explanation of the problem. Customer care service (CCS) is an essential function in any company. It is responsible for providing support to customers, resolving complaints and ensuring that the customer experience is positive. This is particularly important because customers have higher expectations today than in the past. They often expect personalized service and expect problems to be fixed quickly. CCS is responsible for providing that service by ensuring that it is equipped with the right resources, processes and technology to fulfill these expectations. The "Customer Centric Culture" approach involves sharing data, rather than hoarding it, empowering employees to solve customer problems and providing a seamless experience across all channels. It is important that all employees in the company work towards the goal of delivering exceptional customer service. This is made easier by using a centralized platform like CCS to keep track of all interactions with customers. Some companies use the Net Promoter Score (NPS) to measure customer satisfaction. This helps them to identify areas of weakness in their customer service and take steps to improve it. NPS is based on one simple question - How likely are you to recommend our product/service to a friend or colleague? Customers are asked to answer on a scale of 0 to 10 with 0 being "not at all likely" and 10 being "extremely likely". NPS surveys are often used in customer service, where customers are asked a single question.

### Purpose

The purpose of this application is to assist customers in handling their concerns. Customers may submit a ticket with a thorough explanation of the problem. The Customer will be assigned an Agent to address the issue. An email notice will be sent to the client each time the agent is assigned to that person. Before the service is rendered, customers may examine the status of their tickets. The purpose of the customer care service app is to provide a convenient and efficient way for customers to interact with their service providers. This app allows customers to quickly and easily communicate with their service providers, receive assistance with any issues they are experiencing, and stay up to date with the status of their request. The availability of this app will allow customers to use their time more effectively as they will no longer have to contact customer service via telephone or e-mail in order to resolve an issue. In addition, the app will provide customers with an additional level of reassurance as they will be able to see exactly when a customer service representative will be available to assist them. This will allow customers to schedule appointments and plan vacations based on their service provider's availability. The app will also improve customer-company communication as it will give employees the opportunity to respond to queries in real-time without having to wait until the customer sends an e-mail or calls a customer service agent.

## 2. LITERATURE

## SURVEY

## **Existing**

Zendesk is a software which uses same principle of solving customer's issues. Another one is exotel. It is a paid software. There are currently a number of customer care service apps available on the market. Each of these apps provides a unique way for customers to communicate with their businesses. However, none of these apps are able to offer a consistent and seamless customer experience across all channels. In order to address this issue, a new app is being developed. This app will incorporate all of the features of existing apps as well as several new features to improve the customer experience. The app will allow customers to interact with businesses through messaging apps, phone calls, and in-person meetings.

## **Problem**

## **Proposed**

My solution is same as existing software but difference is that this app contains both admin sign in and customer sign in same app. Customer care is one of the most important aspects of a business. It is the first line of defense in terms of customer satisfaction, and without it a company can quickly lose customers. My Proposal, a mobile app, allows users to quickly find local contractors. Users simply download the app on their smartphone and then input their address. The app then displays a list of nearby contractors and allows the user to view detailed information about each one, including photos, customer reviews, and information about the contractor's specialties and services.

## **Problem**

### **3. THEORETICAL Block**

### **ANALYSIS diagram**

4.

## **Hardware/Software**

## **designing**

The software which I used to develop this app is Android Studio. And the technologies used are Java, XML and Firebase to store data.

### **5. EXPERIMENTAL**

### **INVESTIGATIONS**

A customer care app is a mobile application that allows customers to contact a company or individual with questions or complaints. There are a number of customer care apps available on the market today, and each offers its own unique features and benefits. The purpose of this paper is to investigate the features and benefits of a customer care app and to determine whether the app would be a good fit for a company in my industry. 1. Describe the key features of a common customer care app. There are several features common to most customer care apps. These features include the ability to contact the company through email or phone, submit feedback to the company through the app, or report problems with products or services using the app.

### **6. FLOWCHART**

### **7. RESULT**

Customer care service app is designed to help customer with any issue they may have. The

app has a very simple interface that is easy to use The main features of the app are as follows: -Customers will be able to get in touch with the company for any question or issue they have about their products and services. Customers can also submit their complaints through the app. -The admin will be able to monitor and respond to all queries and complaints from their customers. This will ensure that their customers receive the best customer service possible.

4:31 100% 72%

CustomerCareRegistry

4:31 100% 72%

CustomerCareRegistry

SIGN UP

Username

EmailId-id

Mobile Number

Password

Confirm Password

SIGN UP

Email-Id

Password

LOGIN

Don't have an account [Sign Up](#)

ADMIN PANEL

Already have an account?

Admin Login

Login

Welcome sai

### Add a Complaint

 Email-Id

 Password

LOGIN

Don't have an account [Sign Up](#)

ADMIN PANEL

Title

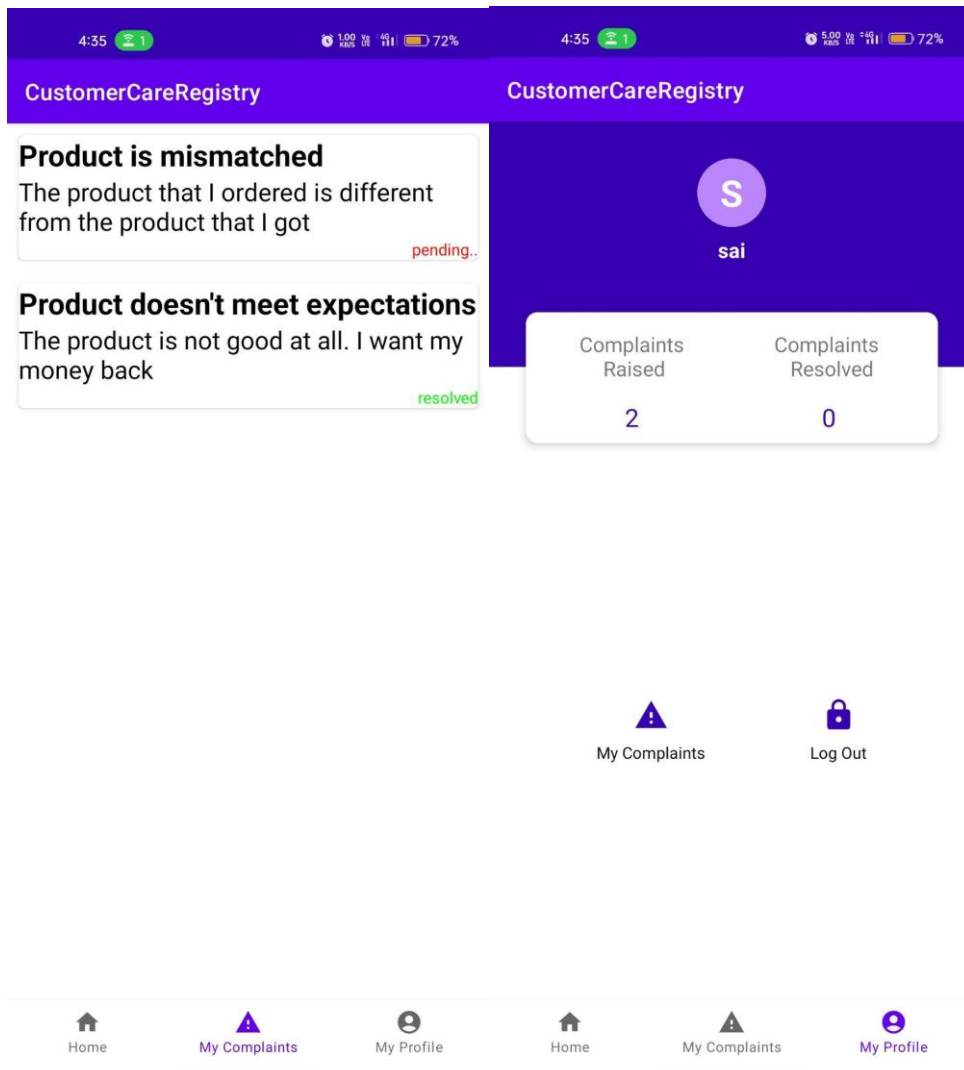
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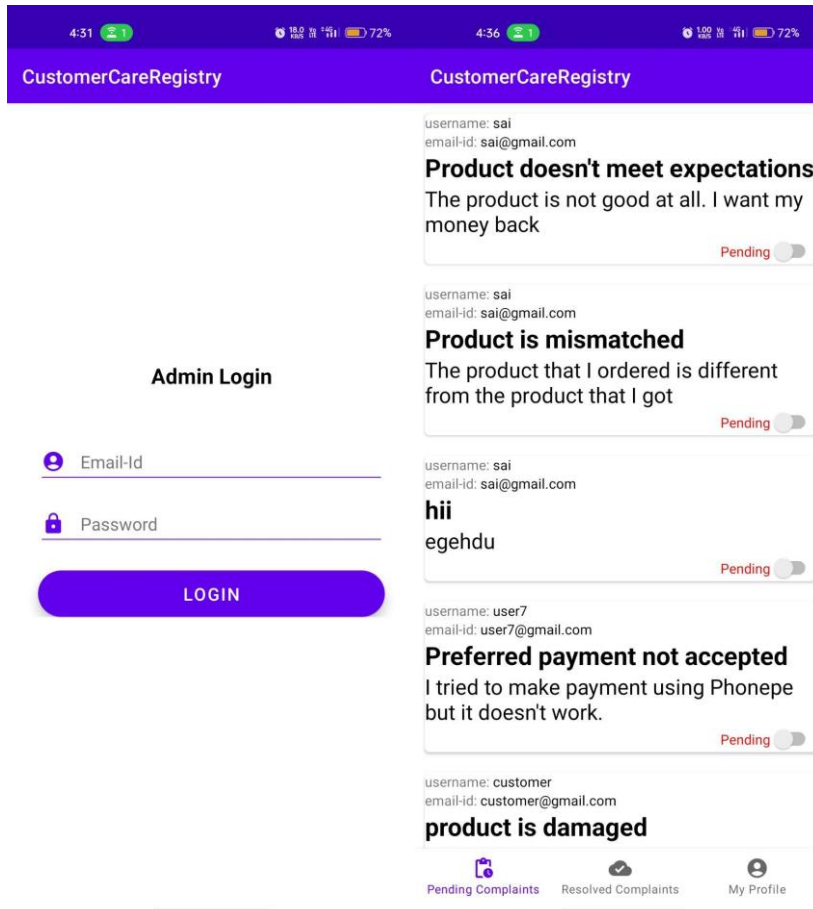
ADD A COMPLAINT

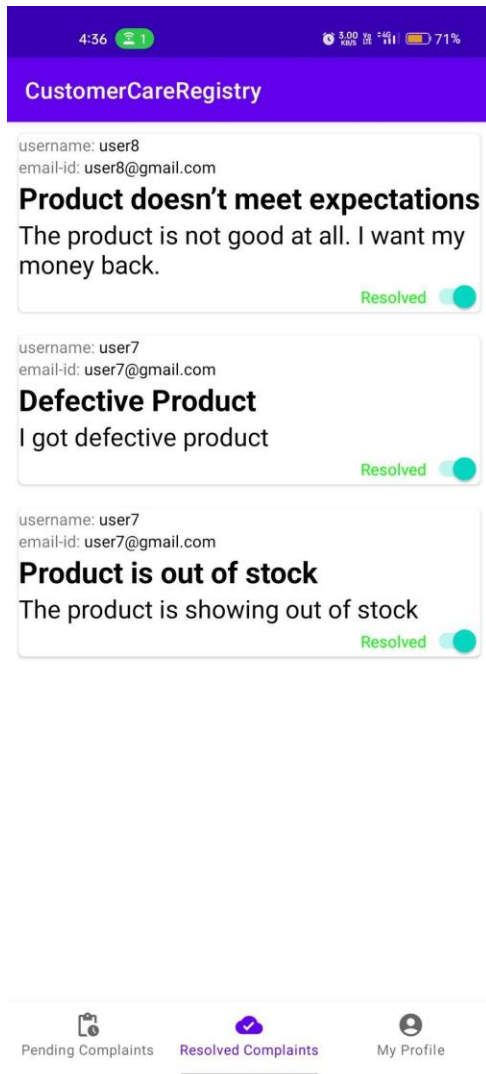
  
Home

  
My Complaints

  
My Profile







## 8. ADVANTAGES AND DISADVANTAGES

### Advantages

As businesses become increasingly reliant on customer feedback to improve their products and services, there is an increased demand for apps that offer customer care services. While many companies offer separate apps for their customer service teams, some now provide an all-in-one solution for customer service and support in the form of a single app. The advantages offered by the customer care app include the following:

The application allows customers to send feedback to the company, thus helping to improve the company's products and services. The app allows customers!" to send feedback to the company, thus helping to improve the company's products and services.The ability to respond quickly to customer queries can help to improve the customer experience and improve brand loyalty.It helps to increase customer satisfaction and loyalty, which in turn can increase revenue for the

company. The customer care app can help to increase brand loyalty, as customers are able to provide feedback on the company's products and service

## **Disadvantages**

As businesses continue to grow, customer care is becoming increasingly important. This is especially true in Industries such as tourism, which are characterized by high customer turnover and a need to constantly engage new customers. However, the traditional model of customer care- e.g., telephone, email, and letters- has its limitations. For example, there are often long wait times during peak call periods and it can be difficult for staff members to attend to multiple queries at once. In addition, traditional methods of communication may not provide adequate opportunities for customers to express their concerns or provide feedback. Customer care apps address these issues by providing a more convenient way for customers to contact businesses and by offering a variety of features that improve the overall customer experience. However, there are also some disadvantages associated with the use of these apps. + One disadvantage of using a customer care app!2) is that customers may perceive the app as too impersonal, which could cause them to lose interest in a company's products or services. This problem can be addressed by incorporating features such as facial recognition technology to make it easier for customers to interact with staff members: Another disadvantage is that most customer service apps are currently only available for mobile devices

## **9. APPLICATIONS**

Customer care has always been an important aspect of any business. It helps customers understand and resolve any problems they may have with the company. By providing a customer care app, businesses can improve the customer experience and increase loyalty. For example, a customer care app!! allows customers to send feedback to the company, which in turn, helps the company make improvements. It can also make it easier for a customer to contact the business. This can greatly improve the customer's experience and encourage them to do business with the company again in the future. An increased customer retention rate can have a significant impact on the profitability of a business. The Customer Care App is! an app that allows customers to send feedback to businesses using their mobile phone camera. It can help businesses to improve both their customer service and customer satisfaction levels. The app can also help companies to reduce their costs by making it easier for them to collect feedback from their customers. By providing customers with a quick and easy way to provide feedback on how satisfied they are with a product or service, companies can better understand which aspects of their business are working well and which could be improved.



## **10. CONCLUSION**

The Customer Care App was designed to improve customer service by providing an easy way for customers to report issues and receive updates on the status of their requests. The app also allowed customers to submit feedback, which was received by the customer service team. Because the app was designed by a team of experts in the customer service field, it met all requirements set by the client. As a result, the client was very happy with the final product and has continued to use the app to help provide better customer service for their customers-The Must-Haves Feedback Features for a Customer Feedback App

## **11. FUTURE SCOPE**

Customer care service has come to be an essential part of many businesses. This service helps customers with any problems they may have, from finding the right information to resolving disputes. Customer care!" is a skill used in both business to consumer and business to business situations. It allows businesses to address customers' concerns promptly and provide them with solutions to their problems. But what happens if the current trends don't continue? What if modern industries discover that they need a customer care service less and less? What if customer service is no longer needed? Read on to find out how the future of customer care service looks and how industry could be affected if trends change. The Current Trend for Customer Care Services: There has been a sharp increase in the number of businesses offering customer service and support in recent years. These businesses employ skilled customer service representatives to help them deal with customer complaints and inquiries.

## **12. BIBLIOGRAPHY**

### **Appendix**

The link of the source code of the project is <https://github.com/smartinternz02/SBSPS-Challenge-9315-Develop-and-Deploy-an-Application-for-Customer-Care-Registry>