

# **PROJECT REPORT**

**BY**  
**TECH PHANTOMS**

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## **1.ABSTRACT**

Customer service is the assistance of your business but the process of building an emotional connection with your customer is important. The idea of a well-performed service is that of increasing revenues, so meeting your customer's satisfaction is paramount to keeping your business growing successfully.

To address these issues we have come up with a solution that let you offer service to their customers, both before and after they purchase and use your products or services, helps in discovery, use and troubleshooting of a product, automation to reduce the human involvement and time, unite everything to support you in experience, personalize your customer service and see yourself increase in customer satisfaction.

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## **2.INTRODUCTION**

Each Industry requires different levels of customer service, but in the end, the idea of a well-performed service is that of increasing revenues, so meeting your customer's satisfaction is paramount to keeping your business growing successfully.

To address these issues and to develop and deploy a customer care registry, we have come up with a solution that let you offer service to their customers, both before and after they purchase and use your products or services, helps in discovery, use and troubleshooting of a product, automation to reduce the human involvement and time, unite everything to support you in experience, personalize your customer service and see yourself increase in customer satisfaction.

## **3.TECHNOLOGY ARCHITECTURE**

### **3.1 Figma for UI/UX**

Figma - Figma is a collaborative web application for interface design, with additional offline features enabled by desktop applications for macOS and Windows. The Figma mobile app for Android and iOS allows viewing and interacting with Figma prototypes in real-time on mobile and tablet devices. We have used figma to style the front end designing.

### **3.2 React for front end logic**

React is a JavaScript library for building user interfaces. React is used to build single-page applications and it allows us to create reusable UI components. React application can only runs in client side and it uses the virtual DOM rendering optimizations.

It is a tool that we can use to build UI components. It is especially for creating single-page applications. We used React to make the website more dynamic and efficient.

### **3.3 React MUI for front end UI/UX**

MUI offers a comprehensive suite of UI tools to help you ship new features faster. Start with Material UI, our fully-loaded component library, or bring your own design system to our production-ready components.

We used material UI in the React, material UI is the library file used in the react, hence using material UI it makes the website easier to build and can import icons.

### **3.4 Express js for back end**

Express is a node js web application framework that provides broad features for building web and mobile applications. It is used to build a single page, multipage, and hybrid web application. It's a layer built on the top of the Node js that helps manage servers and routes.

Express.js is a small framework that works on top of Node.js web server functionality to simplify its APIs and add helpful new features.

### **3.5 Mysql for Database**

Mysql is a document database used to build highly available and scalable internet applications. With its flexible schema approach, it's popular with development teams using agile methodologies

## **4. PROPOSED SOLUTIONS**

### **4.1 Unified Agent Desktop**

Quick customer support is possible with the right tools. With multiple channels involved in a customer interaction, an agent needs to have a complete 360 degree view of the customer. Agents should have transparency and complete clarity about customer's historical interaction and transactions with the organizations to offer better and personalized customer service. Unified agent interface gives access to all the related customer information in a single window.

## **4.2 Self Service Portal**

Customers prefer to be less dependent on companies for finding answers to the product or service related issues. Self-service customer portal option gives the control in the hands of customers and also reduces the burden of support agents by letting the customers find answers quickly from the available repository of FAQs.

## **4.3 Smart Ticket Prioritization**

An intelligent customer support system is capable of identifying which tickets are to be resolved first to deliver effective customer service.

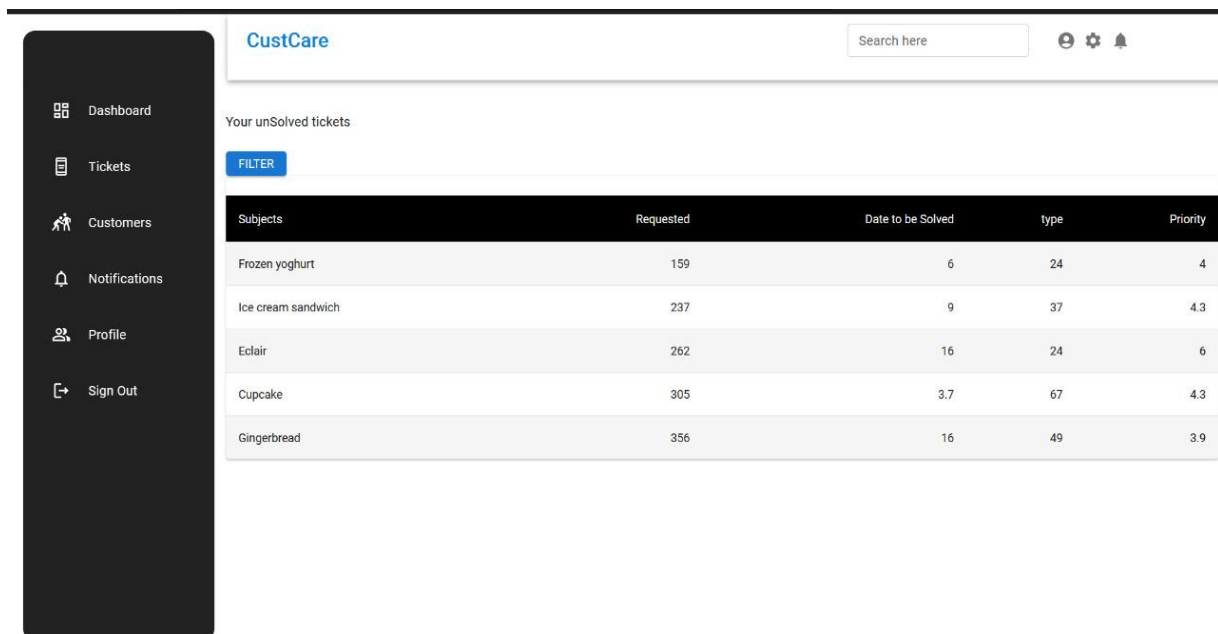
You need to evaluate a customer support software on its ability to automatically prioritize tickets on the basis of various crucial factors like -time to SLA breach, count of pending messages, change in ticket status, or any other priority rule. Automated customer support system helps to streamline the process for addressing the customer issues in a pre-designed manner.

## **4.4 Chatbot System**

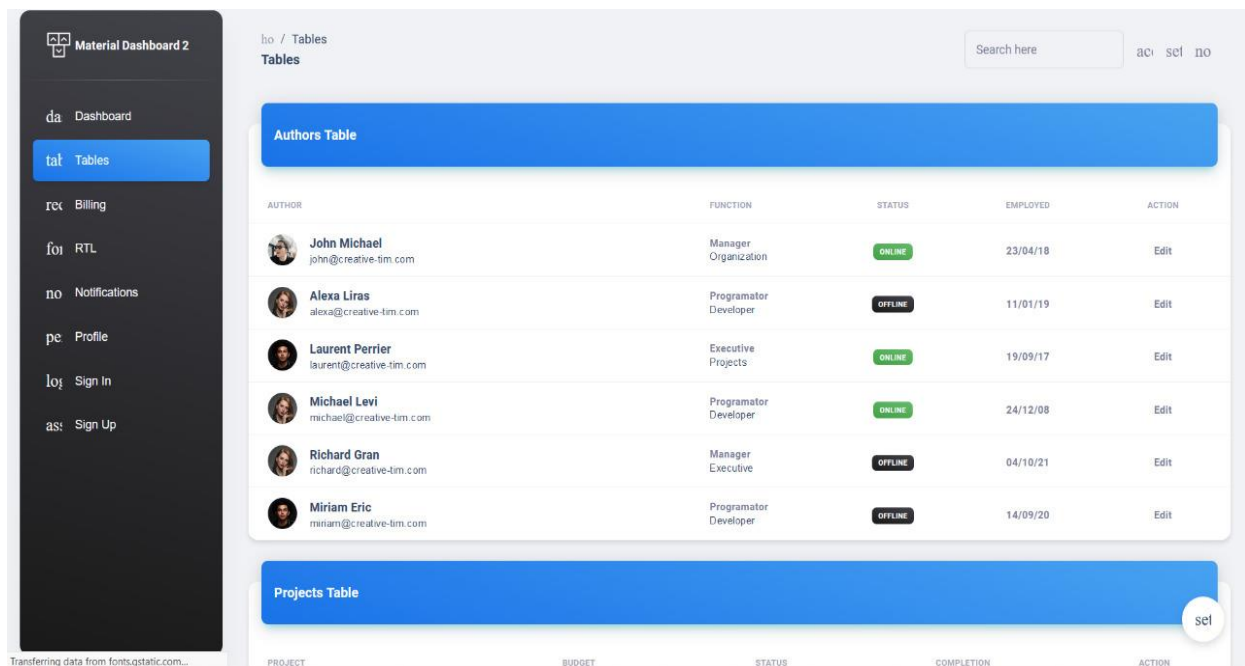
Improve the response rate by adding chatbot for frequently asked questions and to enhance customer experience, improve conversation and support costs.

Customer want real time response 24\*7 and hence it reduce the human support. Every interaction creates an opportunity for your customer to have more personalised experience, hence the knowledge of what your customer need or services they are interested in, hence it is more important to keep customer status of their complaints up to date, track every customer interaction and manage every customer accounts.

## 5.PROTOTYPE







## 6. CONCLUSION

What better way to attract customers than an all in one application that benefits you and them with no extra work. Our solution that let you offer service to their customers, both before and after they purchase and use your products or services, helps in discovery, use and troubleshooting of a product. It provides the business person a clean advantage over your competitors. Ensure that customer are cared for, their needs are listened to, and they get help in finding the right solution and see yourself increase in customer satisfaction.