PROJECT REPORT ON

“Digital Payments Book”

Submitted by

TEAM : Crazy Coders

(A S.S.Sakshit

U Chandini

B Joharika

A Varshini)

Table of Contents

1. INTRODUCTION

1.1 Overview:

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. 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.

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. User will also be notified with email alerts regarding the status of their complaints.

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.

Agent: Agents are created by admins. Agents will be assigned with complaints and they will take care of the complaints assigned to them. When the user issue was solved, they will close the complaint.

1.2 Purpose:

The main purpose of this application is to interact with the customers regarding their queries where they can complain a query regarding their problem by raising complaints. The raised complaint is addressed to specific agent by the admin. The users can know the status of their complaints at any time. The resolved complaints are marked as completed and updated by the agent. This helps the customers have an easy and enjoyable experience with the organisation. This makes it easy for customers to do business with and also to retain customers and grow business. It reduces the space between the organisation and the customer and let the user know the progress of their query.

2. LITERATURE SURVEY

2.1 Existing Problem:

Customer support plays crucial role in success of any organization. Most of the existing platforms don’t have an effective customer care complaint registry. The problem that I have identified is if the customer has any issue, they can raise the complaint by writing an mail to the specified mail and agents has to take care of everything such as sending mails to customers regarding status and

others. This requires a lot of manual work and the customers are unable track the progress of their complaints.

2.2 Proposed Solution:

The proposed solution provides a simple web application where users can register and login to their accounts and raise their complaints and can track status of complaints and email alerts will be automatically sent to customers regarding the status of complaint.

Admin take care of creating agents, assigning agents and track status of the complaints assigned to agent by using the admin panel

Agents can view the complaints assigned to them and take the necessary actions to solve the customer issue. When the user issue was solved, they will close the complaint and status will be updated automatically. All these actions can be done by logging into Agent panel

3. THEORITICAL ANALYSIS:

3.1 BLOCK DIAGRAM:

3.2 HARDWARE/SOFTWARE REQUIREMENTS:

HARDWARE:

This web application doesn't need any extra hardware components in addition to the default version. The basic computer components are enough to make a good use of this application.

SOFTWARE:

We talk about the software components in detail. We categorize them based on their usage and we describe the stack we used

FRONT END: Front end is nothing but designing user interface of the application.
TECH STACK: Html, CSS, JavaScript, Bootstrap

BACK END: Back end is designing the overall login behind the work flow of the project. It is a place where all the use case functionalities were written

TECH STACK: Python Flask

DATABASE: Database is a place where we store the required data in the tabular format by forming some schemas based on Relational Database Management System (RDBMS). Whenever the storage platform is a cloud platform. We call it as a cloud database. We are using cloud database in this project

TECH STACK: IBM DB2

DEPLOYMENT: Our project is deployed on OpenShift Sandbox. We created a container image using docker which contains all the requirements of our applications and we deployed that on OpenShift Sandbox.

TECH STACK: Docker, OpenShift Sandbox

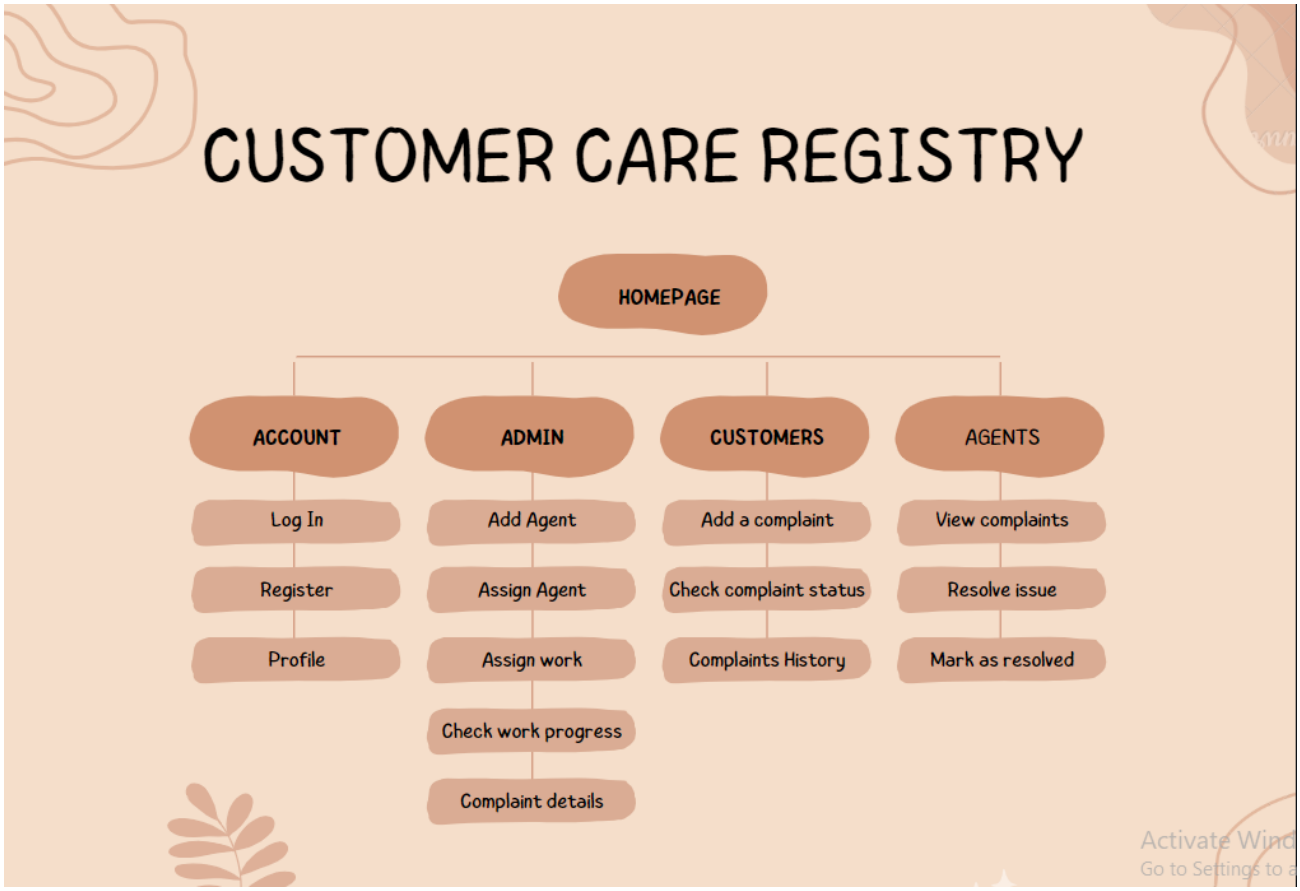
4. EXPERIMENTAL INVESTIGATIONS

The investigation phase is also known as the fact-finding stage or the analysis of the current system. This is a detailed study conducted with the purpose of wanting to fully understand the existing system and to identify the basic information requirements. Various techniques may be used in fact-

finding and all fact obtained must be recorded. A thorough investigation was done in every effected aspect when determining whether the purposed system is feasible enough to be implemented.

While going through this phase we found that most of the existing organizations does not have effective customer care complaint registry and all the process goes through emails. Hence we developed this application to reduce that gap between customers and organization as it will handle all those operations by involving very less effort.

5. FLOWCHART:



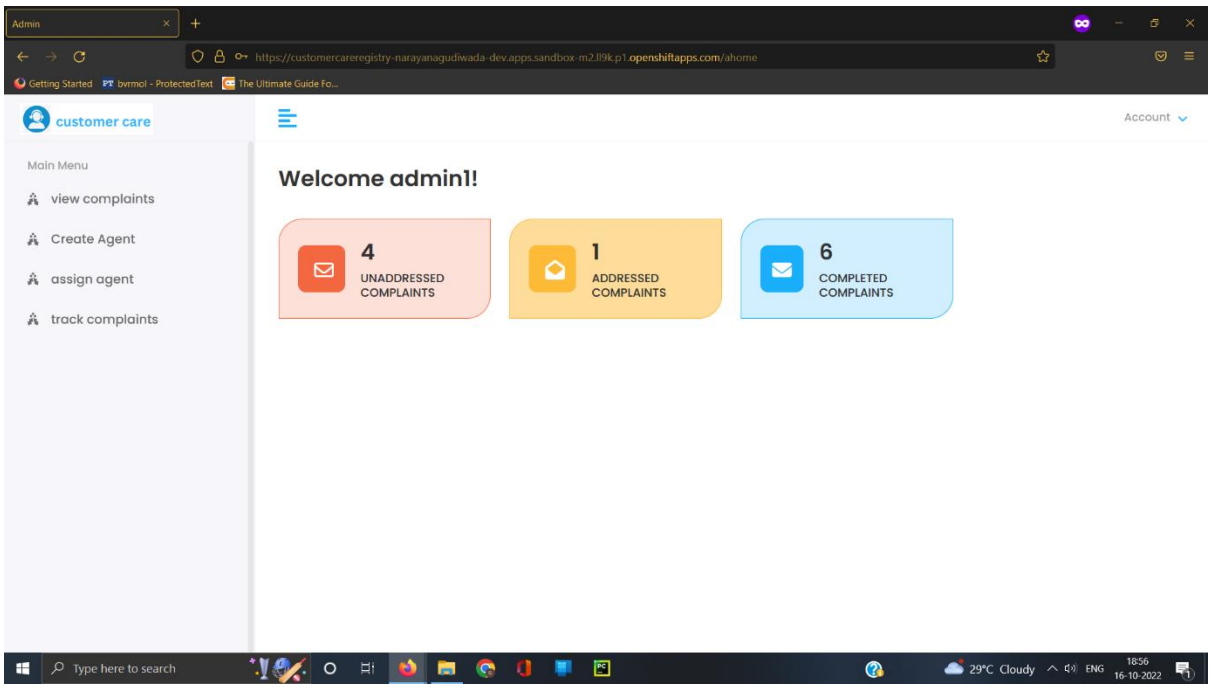
6. RESULT:

The outcomes of user, agent and admin are shown along with screenshots.

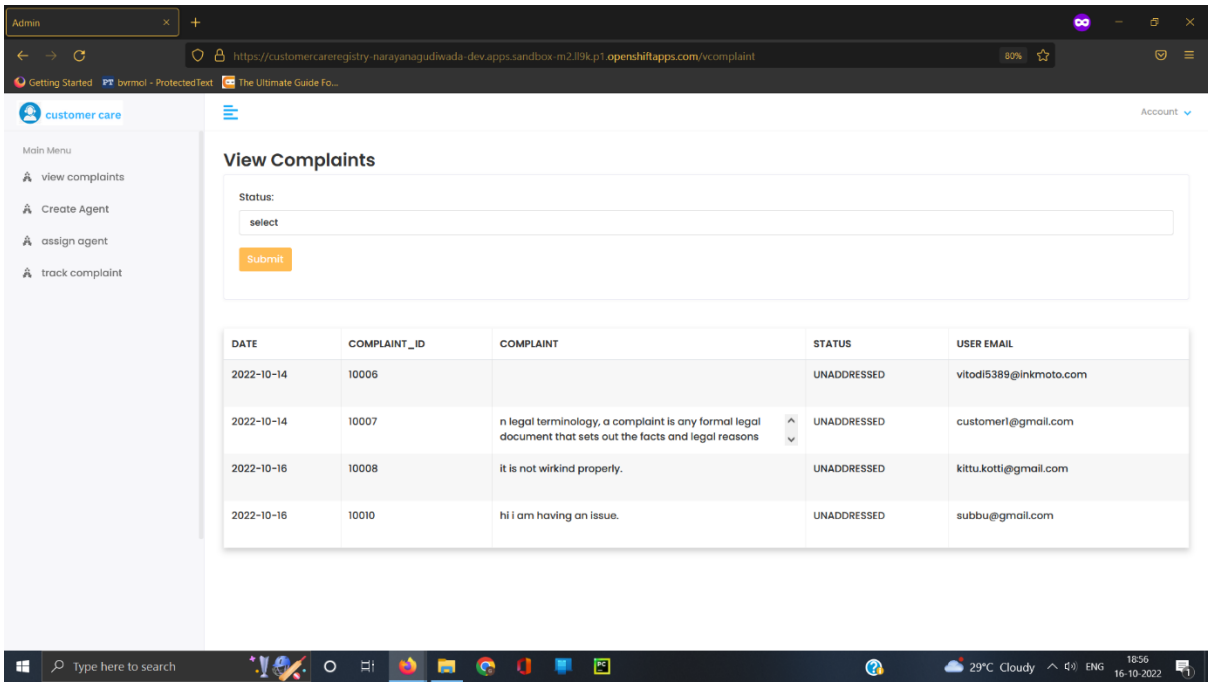
Much more pages are present such as login, signup, profile, change password etc., But only the home page and outcomes are shown. The remaining are attached in the git repo.

ADMIN:

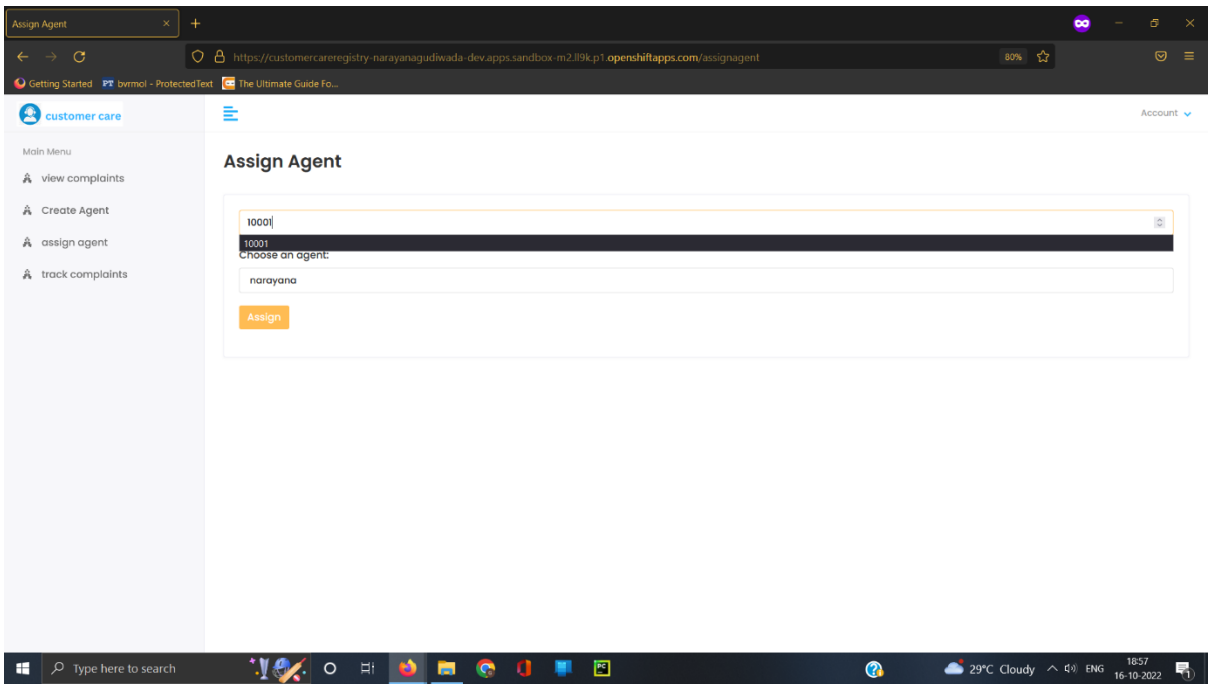
- Admin Homepage



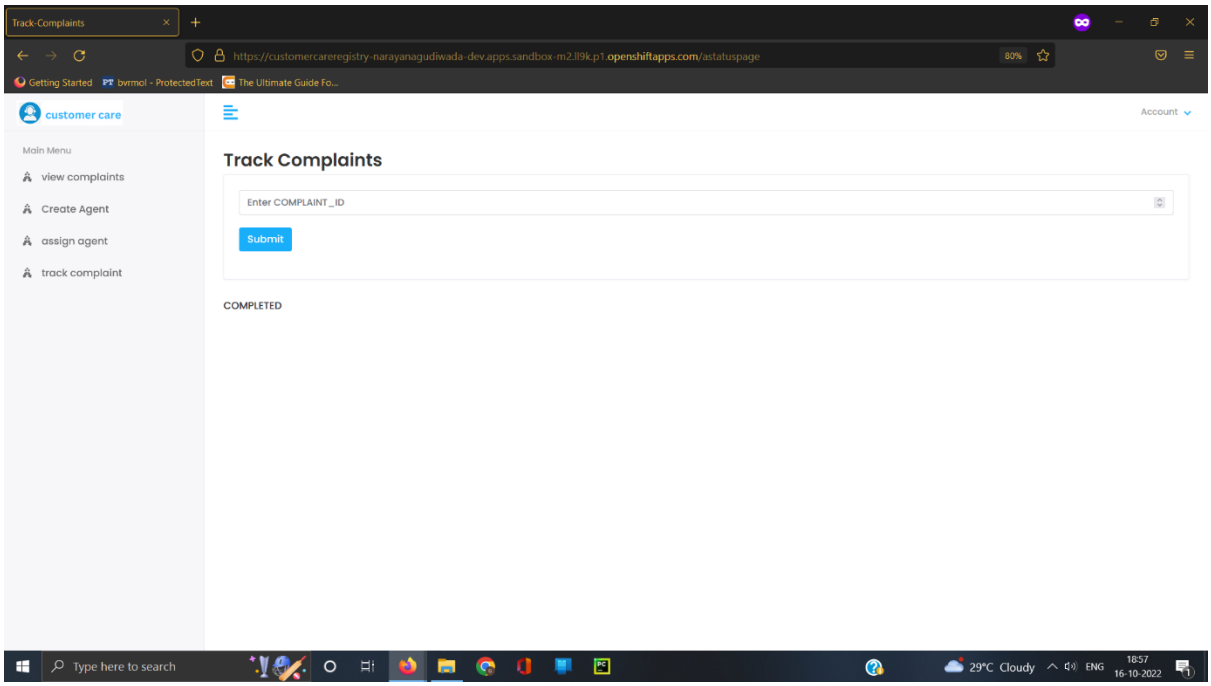
- Admin can view complaints in this page



- Admin assigning agents

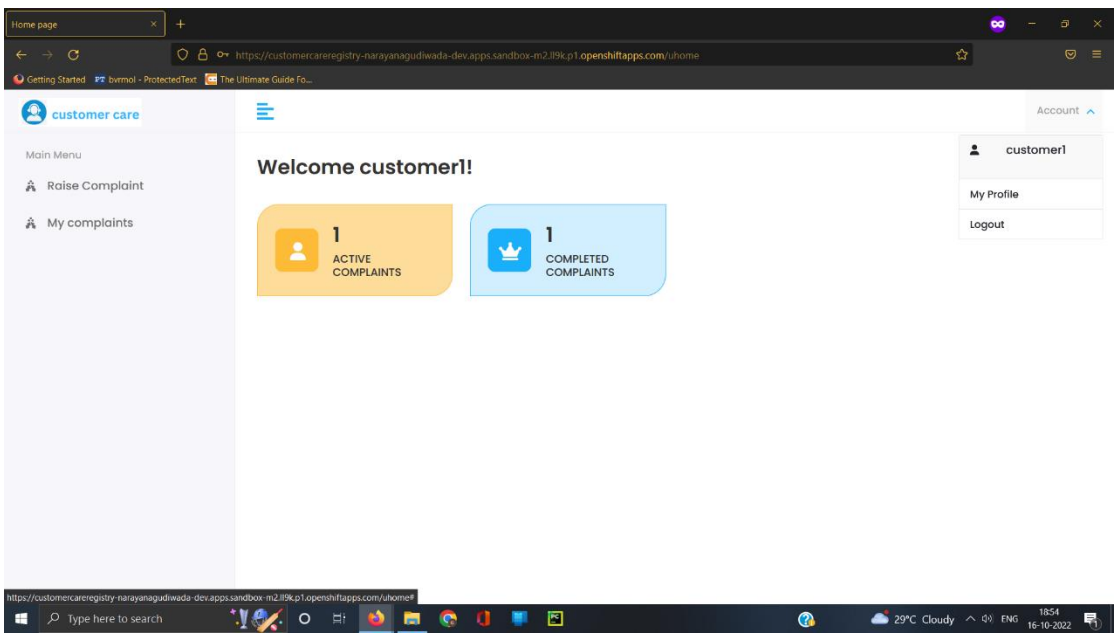


- Admin tracking complaints

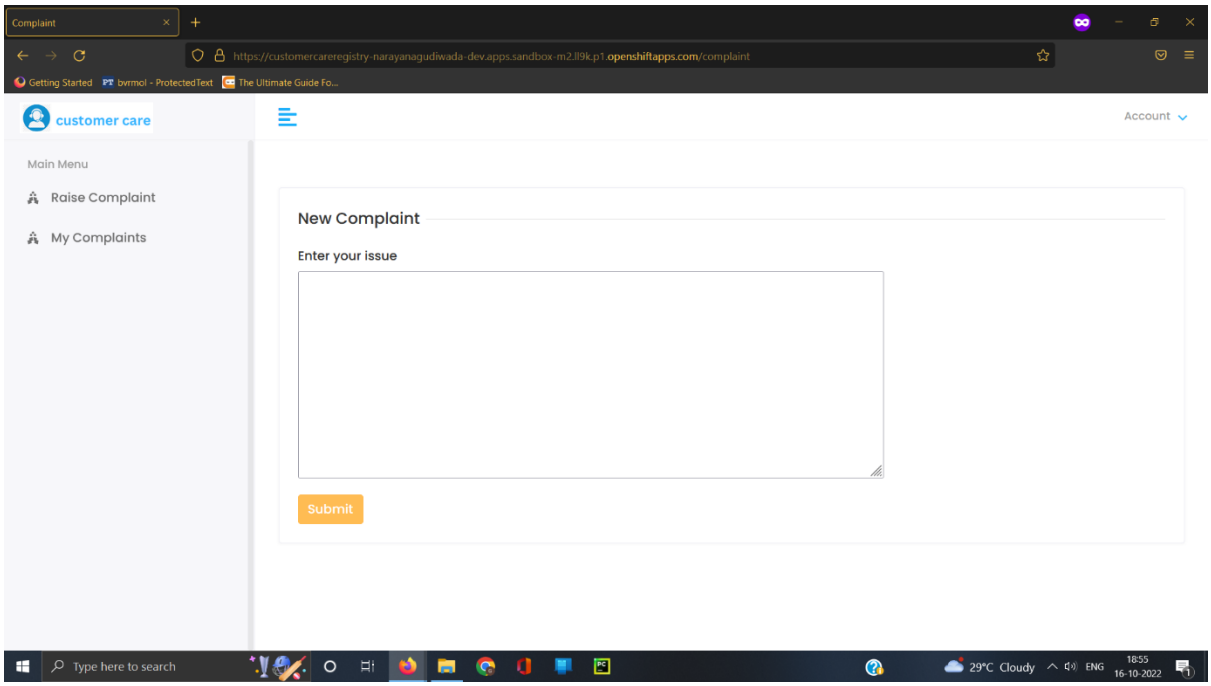


USER:

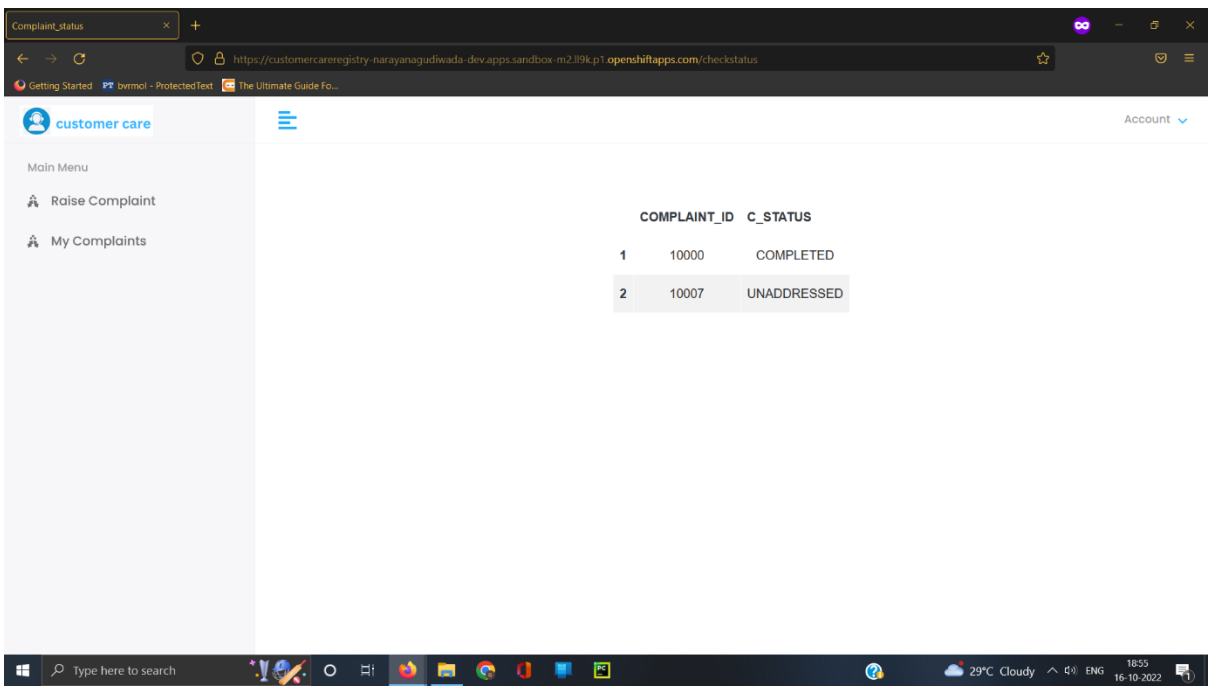
- User Homepage



- User Raising complaint

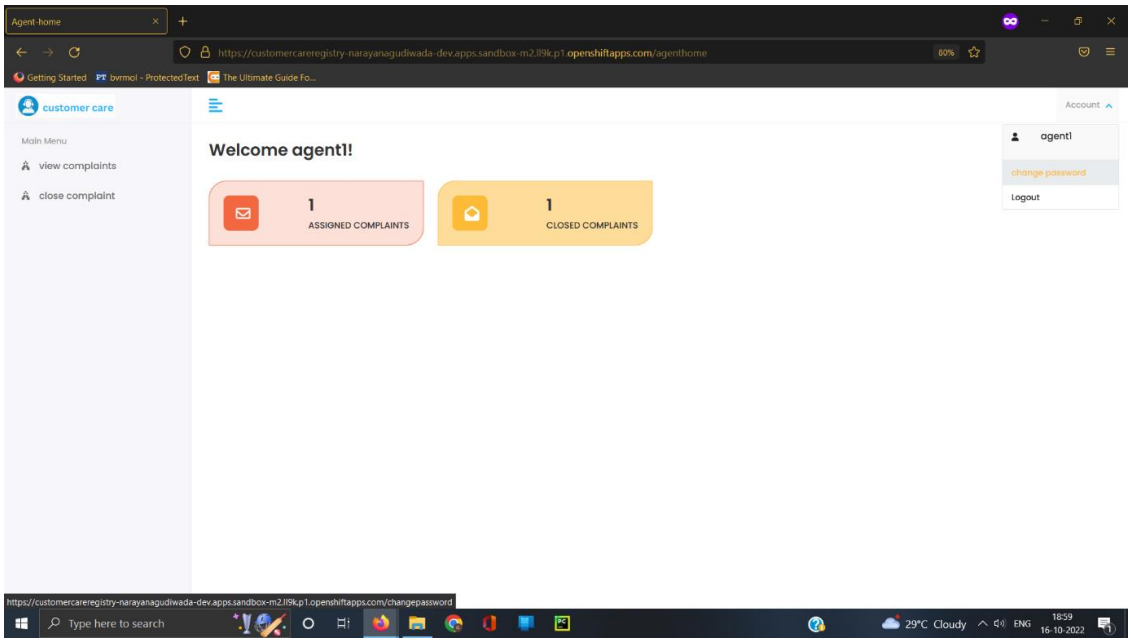


- User tracking complaints

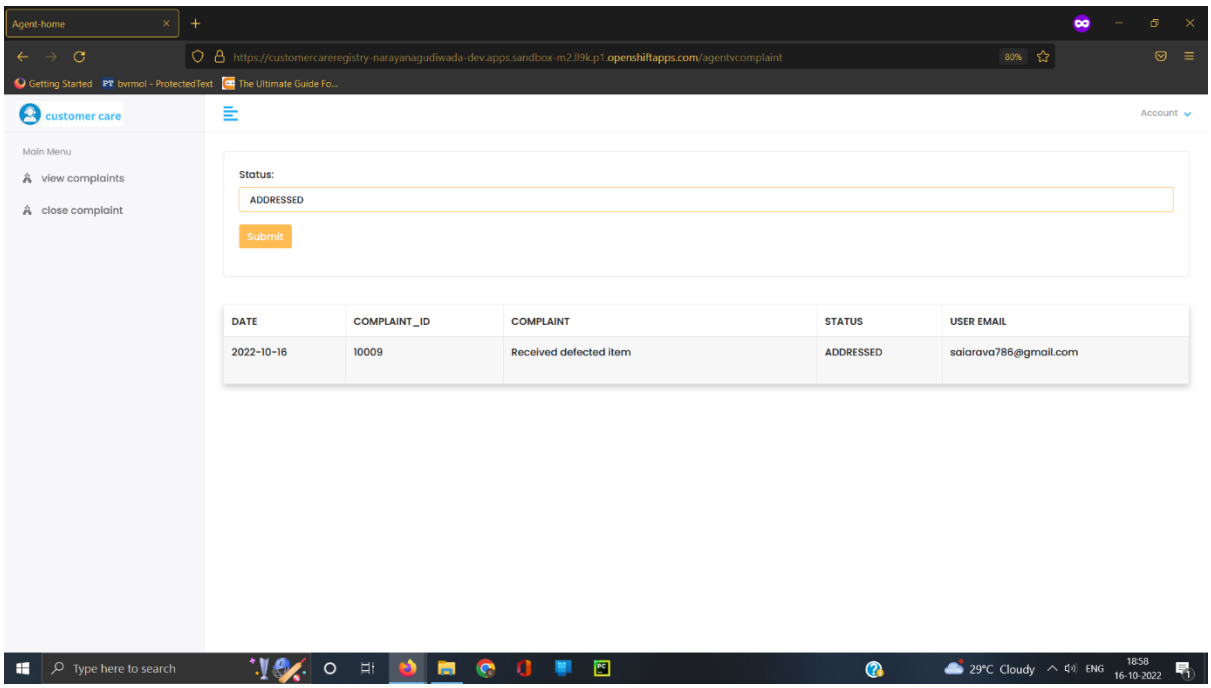


Agent:

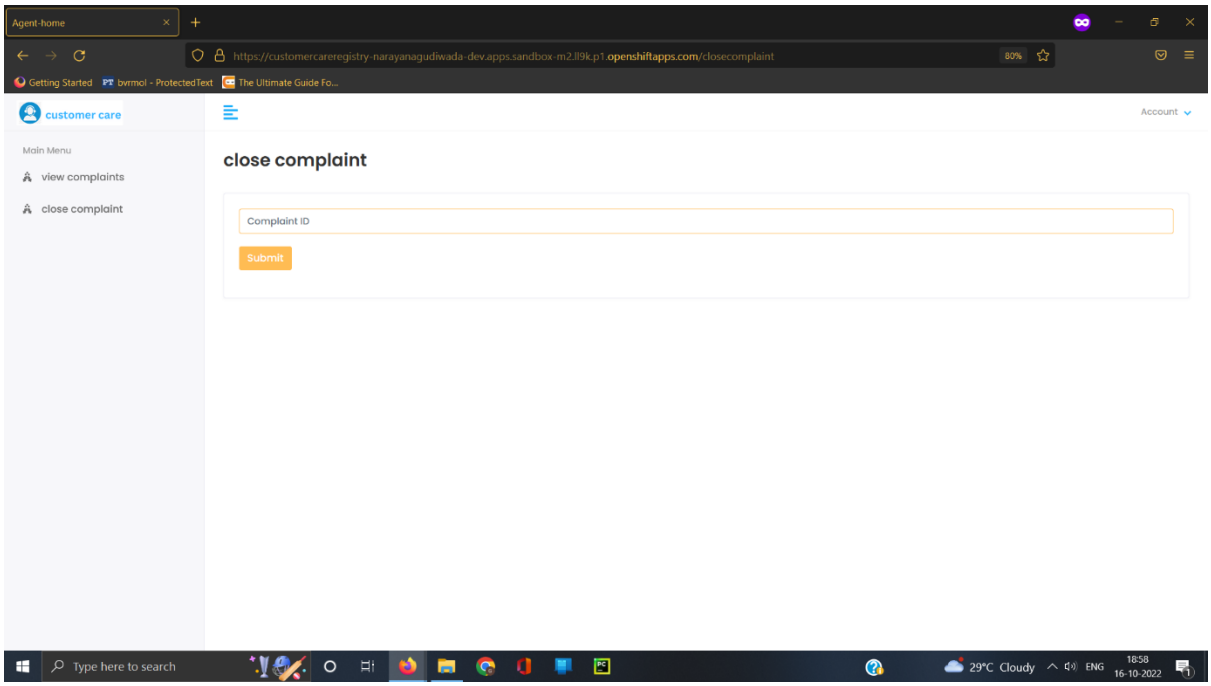
- Agent Home page



- Agent viewing complaints assigned to them



- Agent closing complaint



7. ADVANTAGES AND DISADVANTAGES

ADVANTAGES:

The new proposed system will affect the users in the following areas

- Accuracy
- Efficiency
- Productivity
- Lesser time consuming
- Very less effort
- Low cost
- User friendly Interface

DISADVANTAGES:

1. Requires some effort by admin in a large organization:

   This is the only disadvantage for our “Customer Care Complaint Registry”. But with integration of AI reduces that effort.

8. APPLICATIONS:

- We can provide our solution to customer care consulting's
- Can collaborate with companies and governments for providing customer support
- Can be used in E-commerce websites.

9. CONCLUSION:

This application is very handy tool for connectivity between Client, Employee and Administrator. Communication can be done effectively. Client can apply for a New Connection and can register their complaints to the administrator. Administrator assigns complaints to the concerning employees. Employees will handle the assigned complaints and will report to the Administrator. Connection activation and Complaint handling becomes easier with this site.

10. FUTURE SCOPE:

We can extend this application by integrating AI which reduces the work of Admin by assigning the complaints to agents based on category and including virtual assistants for processing larger number of complaints.

11. BIBILIOGRAPHY :

REFERENCES:

https://www.techwithtim.net/

https://getbootstrap.com/

https://smartinternz.com/

https://www.ibm.com/academic/

https://fontawesome.com/

https://www.w3schools.com/

https://themeforest.net/

APPENDIX:

SOURCE CODE:

https://github.com/smartinternz02/SBSPS-Challenge-9460-Develop-and-Deploy-an-Application-for-Customer-Care-Registry/tree/main

site link:

https://customercareregistry-narayanagudiwada-dev.apps.sandbox-m2.ll9k.p1.openshiftapps.com/