

# PROJECT REPORT

## Customer Care Registry

**Bhere**

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Registry

Project : Customer Care

Domain : Python Flask

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### **1.INTRODUCTION**

#### **1.1 OVERVIEW**

Online customer care and service center is a web-based application

Developed using java programming language. With a platform of a typical “service center”, this system provides online technical services to its customers on a 24×7 basis. The whole process involves writing large volume of data in registers and preparing several reports daily.the basic services include hardware and software of a computer. It also maintains database of their employ details of their customers, and many more. Online customer care and service center application is developed to automate all the office activities of a typical service center.The main objective of this Online Customer Care and Service Center software is to develop an information system to store, maintain, update and process data relating to the shop. It will prepare various reports to aid

in smooth and speedy functioning of 'Service Center' activities.

## **2.LITERATURE SURVEY:**

### **2.1EXISTING PROBLEM:**

the present computer service centers generally keep the details of the customers and products in word documents, spreadsheets or paper register, and the management of all records is illegal to some extent. There are problems relating redundancy of data like customer name and address, details of their account and also allocation of duties to the employees. When a customer takes some kind of services, the charge is calculated manually, and this process is time consuming. Also, regular and overtime duties are not maintained properly. This leads to improper calculation of employees becomes quite complicated for every employee. Another problem usually faced by the organization which has been solved in the proposed Online Customer Care and Service Center Project is the frequent complaints by the customers for not getting timely services.

## **2.2PROPOSED SOLUTION:**

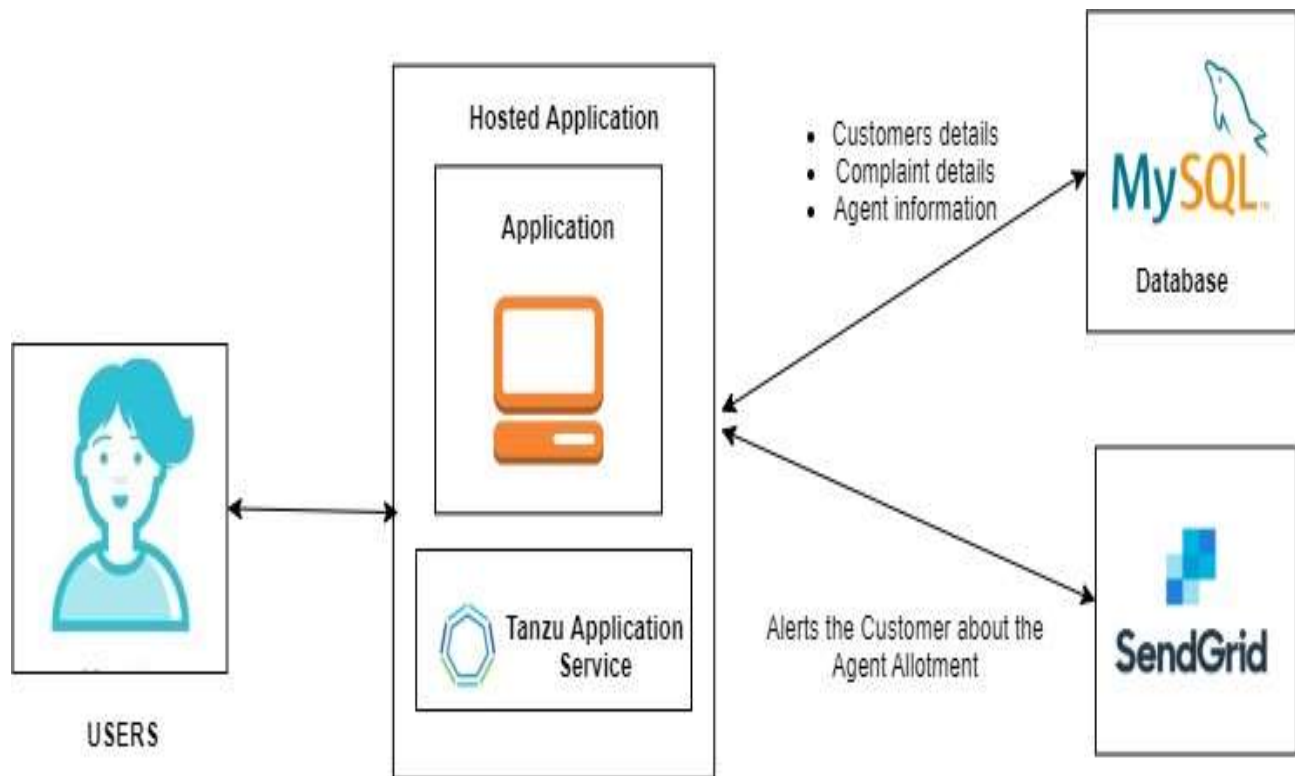
This Application has been developed to help the customer in processing their complaints. The customers can raise the ticket with a detailed description of the issue. An Agent will be assigned to the Customer to solve the problem. Whenever the agent is assigned to the customer they will be notified with an email alert. Customers can view the status of the ticket till the service is provided.

Admin: The main roles and responsibilities of the admin is to take care of the whole process. Starting from Admin login followed by the agent creation and assigning the customers complaints. Finally, He will be able to track the work assigned to the agent and notification will be sent to the customer.

User: They can register for an account. After the login, they can create a complaint with a description of the problem they are facing. Each user will be assigned an agent. They can view the status of their complaint.

## **3.THEORITICAL ANALYSIS:**

### **3.1. BLOCK DIAGRAM:**



### 3.2. SOFTWARE DESIGNING:

1. Python3
2. Flask Framework
3. Send Grid
4. Vmware Tanzu
5. Docker
6. Remote SQL

### 4.EXPERIMENTAL INVESTIGATIONS:

#### Vmware Tanzu:

VMware Tanzu is the suite or portfolio of products and solutions that allow its customers to Build, Run, and Manage Kubernetes controlled container-based applications.

**Send Grid:**

SendGrid is a cloud-based email service that provides reliable transactional email delivery, scalability, and real-time analytics along with flexible APIs that make custom integration easy.

**Docker:**

Docker is a tool designed to make it easier to create, deploy, and run applications by using containers. Containers allow a developer to package up an application with all of the parts it needs, such as libraries and other dependencies, and deploy it as one package.

**RemoteSql:**

Remote access is the ability to get access to a SQL Server from a remote distance in order to manipulate data which are located on that SQL Server. The SQL Server instance to allow the protocol being requested. Allow access through the Window Firewall.

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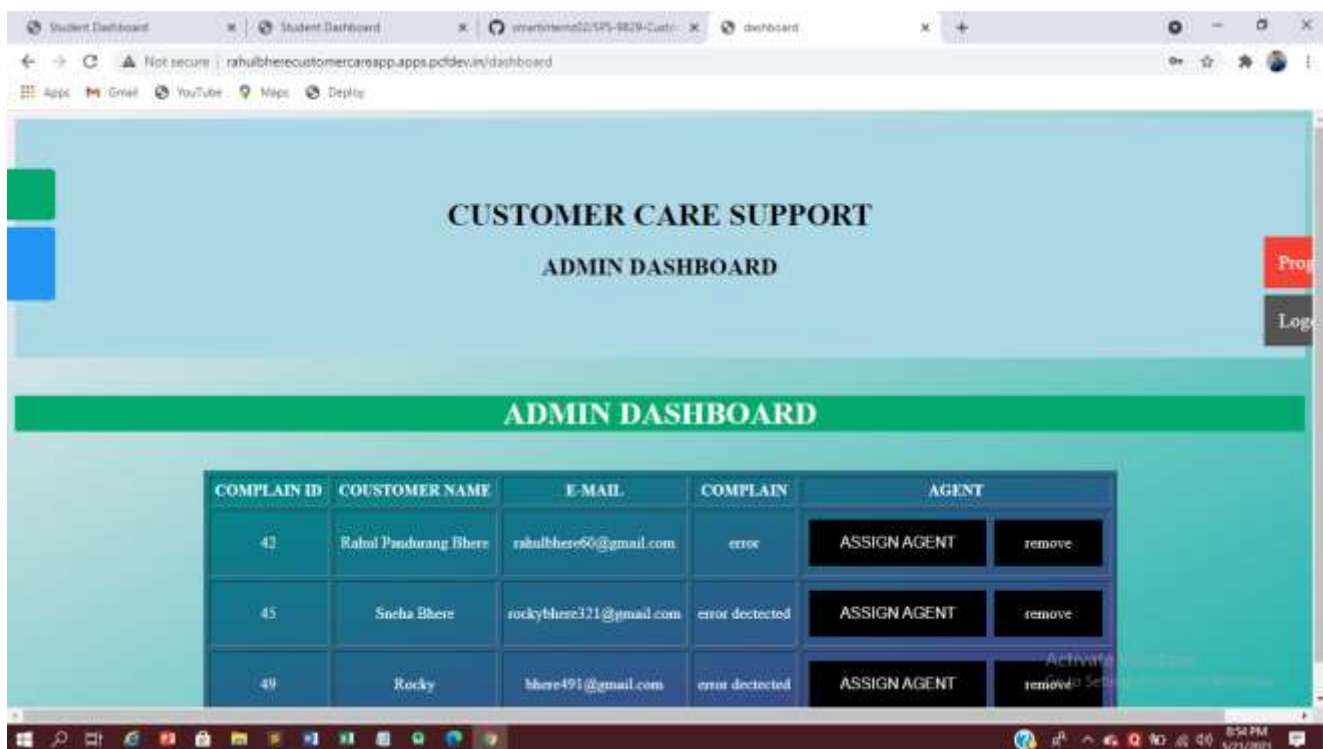
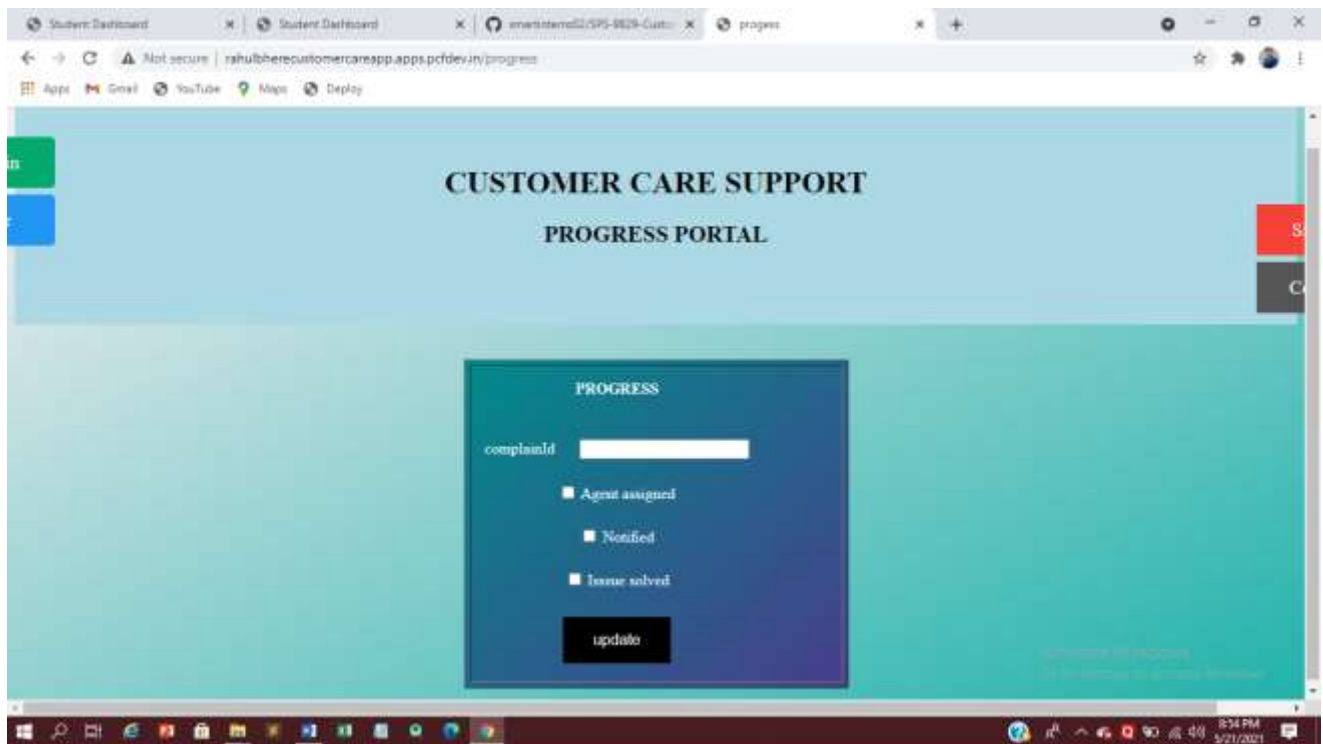
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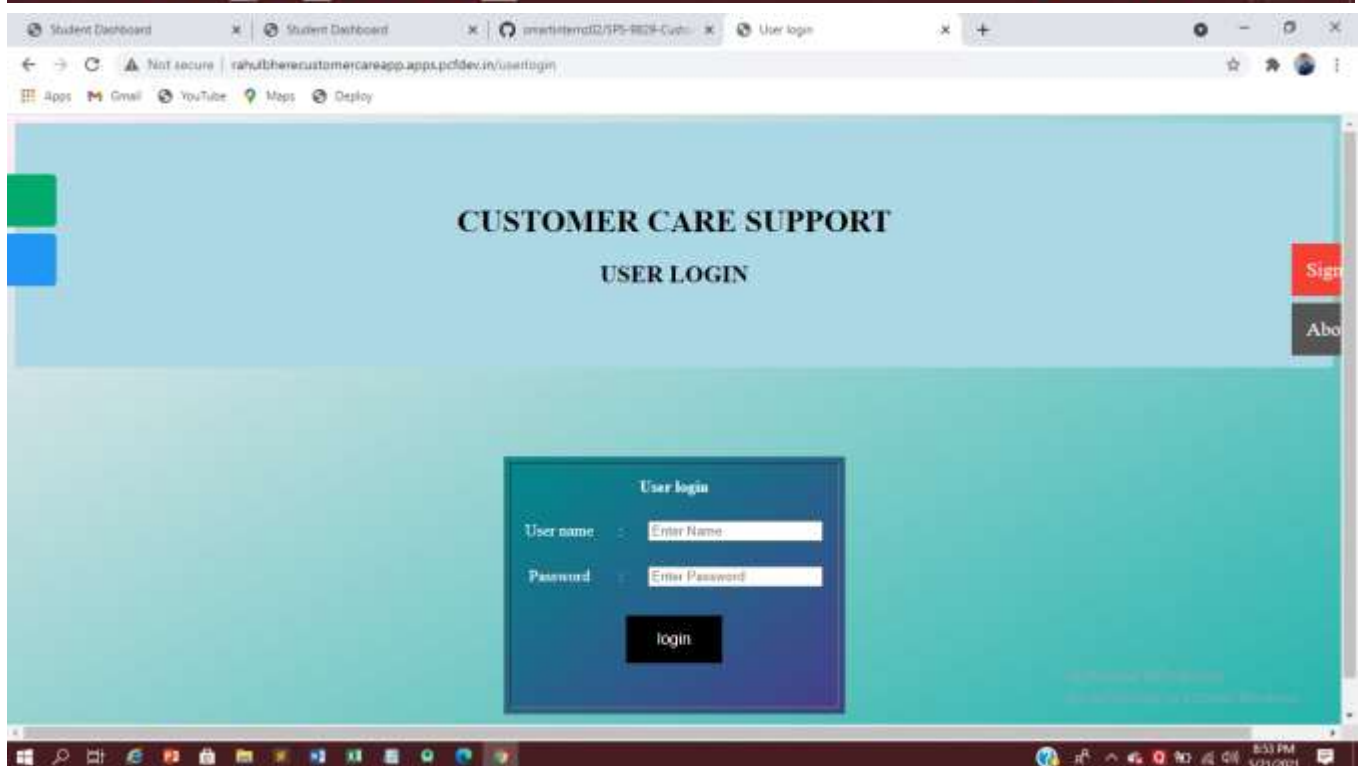
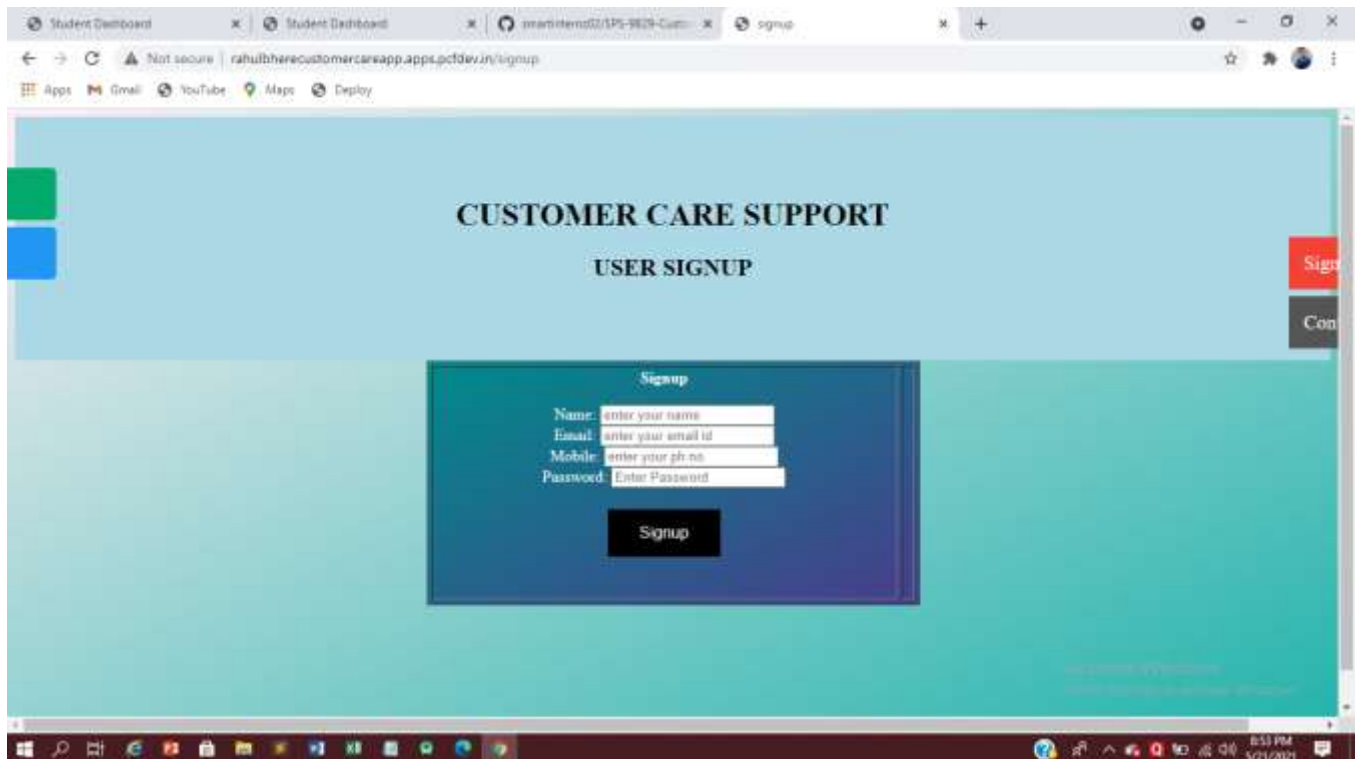
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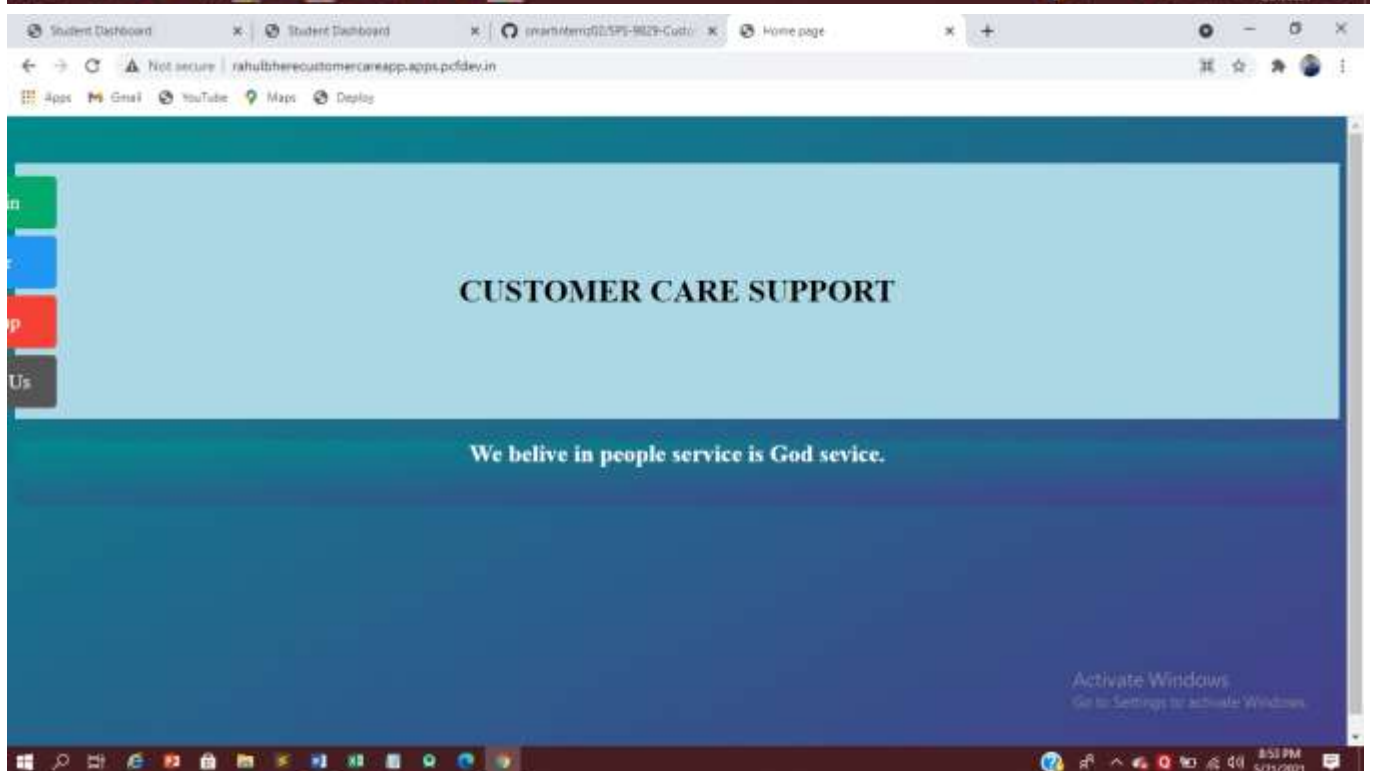
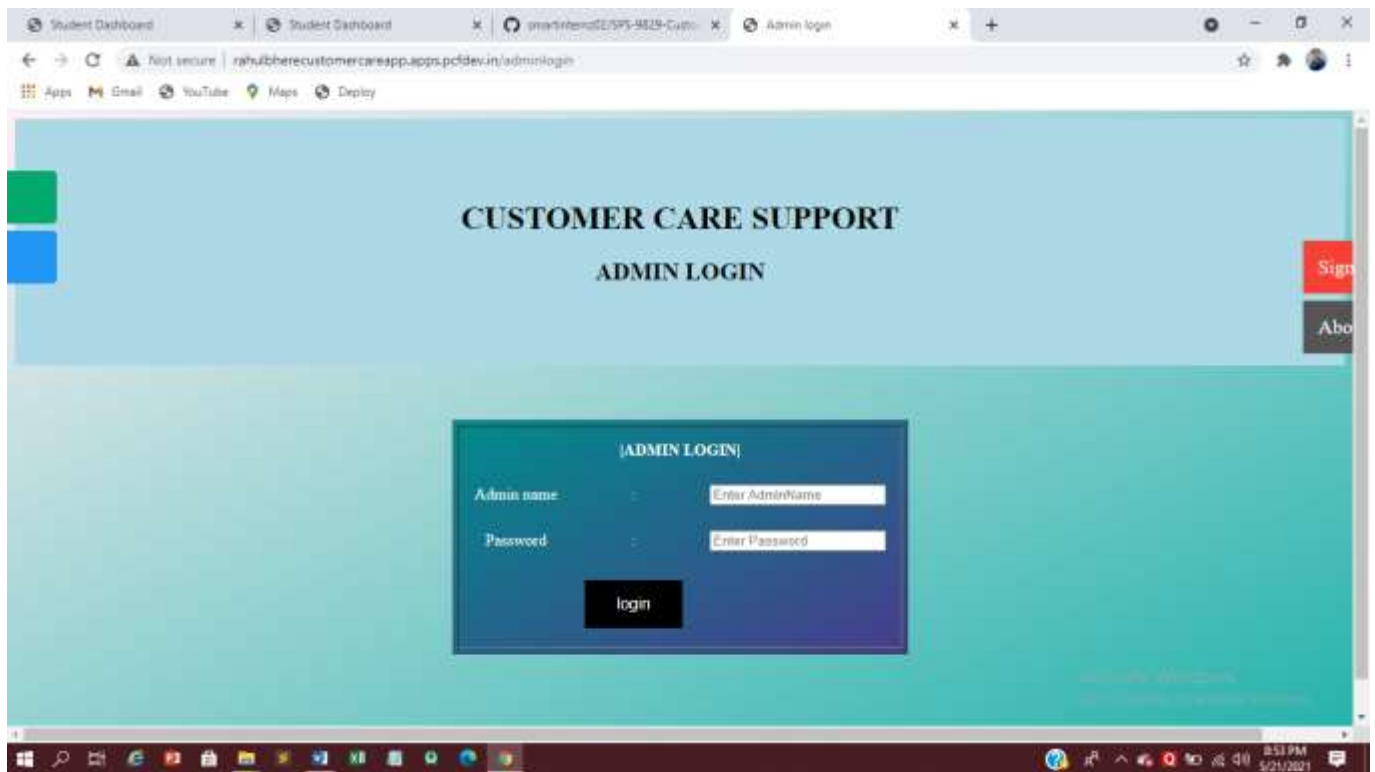
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Apps Email YouTube Maps Deploy

**CUSTOMER CARE SUPPORT**

**COMPLAIN REGISTRY PORTAL**

**COMPLAIN REGISTRATION**

Name :

E-mail Id :

Phone No. :

Complain Description :

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## 6.ADVANTAGES:

1. Boost in customer communication
2. Results in Positive Reviews and brand Image
3. Easy For Customers to solve their doubts

## 7.APPLICATIONS:

1. Integrate with Health Care System,Business System to intract with the Customers
2. Integrate with web based applica ons

## **8.FUTURE SCOPE:**

Future application of this Online Customer Care and Service Center Project includes integration with online marketing, customer and human resource management, all by using web-based technology.

## **9.CONCLUSION:**

About security, this system allows the users to use their username and password for a comprehensive and multi-level security. It keeps data secure from unauthorized access, modification or reporting by allowing you to create as many 'users' as you wish.

## **10.BIBILOGRAPHY:**

**applink:**

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