**Introduction**

\***About Customer Relationship Management**

It refers to practices, strategies and technologies that companies use to manage and analyze customer interactions and data throughout the customer lifecycle, with the goal of improving business relationships with customers, assisting in customer retention and driving sales growth.

\***About Project**

In this Project I have made a system to manage the service of a company in which when a customer wants to make a complain about any product of that company, the service management team of the company use this program to register the complain of the customer moreover they can also search details or update the details of the complain number.

**Classes**

**used**

**#SIGN UP**

class signup:

def \_\_init\_\_(self):

self.username=" "

self.password=" "

self.email=" "

self.phone=" "

**#Stores Details of the user.**

def signin(self):

self.username=raw\_input("Select your id ")

print

self.password=raw\_input("Choose Your Password ")

print

self.email=raw\_input("Enter Your Email ID ")

print

self.phone=int(raw\_input("Enter Your Phone Number "))

print

def printl(self):

print self.username

print self.password

print self.email

print self.phone

**#REGISTER**

class register:

def \_\_init\_\_(self):

self.complain=" "

self.name=" "

self.adress=" "

self.mobile=0

self.product=" "

self.model=" "

self.dop=" "

self.status=" "

def getdata(self):

**#Stores Complain number**.

self.complain=raw\_input("Enter complain number ")

print

**#Stores Customer name.**

self.name=raw\_input("Enter Customer Name ")

print

**#Stores Customer adress.**

self.adress=raw\_input("Enter Customer Adress ")

print

**#Stores Customer mobile number.**

self.mobile=int(raw\_input("Enter Customer Mobile no. "))

print

**#Stores Product.**

self.product=raw\_input("Enter Product ")

print

**#Stores model.**

self.model=raw\_input("Enter model ")

print

**#Stores Date Of Purchase.**

self.dop=raw\_input("Enter Date Of Purchase ")

print

**#Stores Current Status**

self.status=raw\_input("Enter Current Status ")

print

**#Print The entered details**

def showdata(self):

print "Complain Number""\t\t\t | ",self.complain

print

print "Customer Name""\t\t\t | ",self.name

print

print "Customer Address""\t\t\t | ",self.adress

print

print "Customer Mobile Number""\t\t | ",self.mobile

print

print "Product""\t\t\t\t | ",self.product

print

print "Model Number""\t\t\t | ",self.model

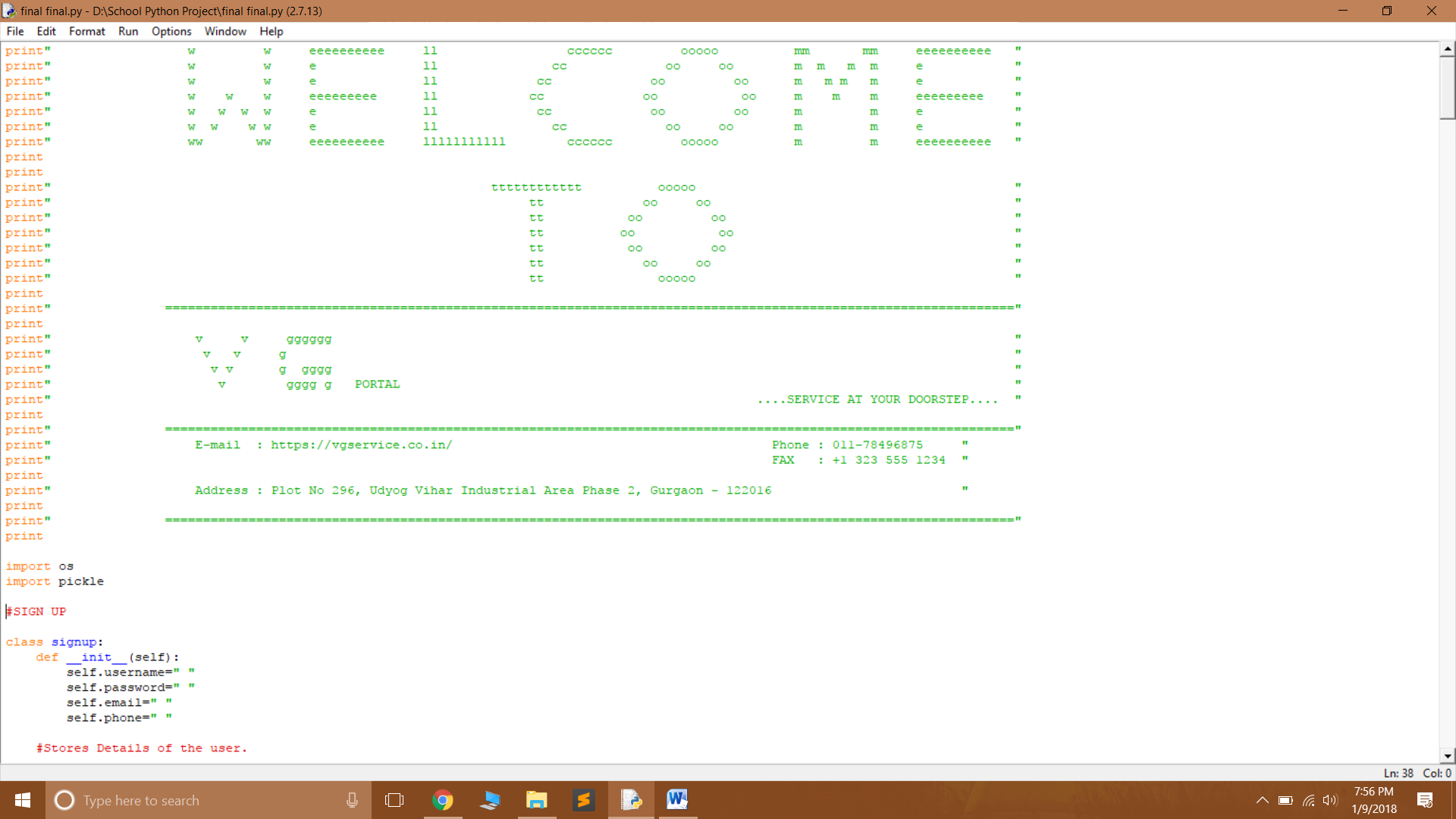
print

print "Date of purchase""\t\t | ",self.dop

print

print "Current Status""\t\t\t | ",self.status

**Coding**



import os

import pickle

**#SIGN UP**

class signup:

def \_\_init\_\_(self):

self.username=" "

self.password=" "

self.email=" "

self.phone=" "

**#Stores Details of the user.**

def signin(self):

self.username=raw\_input("Select your id ")

print

self.password=raw\_input("Choose Your Password ")

print

self.email=raw\_input("Enter Your Email ID ")

print

self.phone=int(raw\_input("Enter Your Phone Number "))

print

def printl(self):

print self.username

print self.password

print self.email

print self.phone

**#REGISTER**

class register:

def \_\_init\_\_(self):

self.complain=" "

self.name=" "

self.adress=" "

self.mobile=0

self.product=" "

self.model=" "

self.dop=" "

self.status=" "

def getdata(self):

**#Stores Complain number**.

self.complain=raw\_input("Enter complain number ")

print

**#Stores Customer name.**

self.name=raw\_input("Enter Customer Name ")

print

**#Stores Customer adress.**

self.adress=raw\_input("Enter Customer Adress ")

print

**#Stores Customer mobile number.**

self.mobile=int(raw\_input("Enter Customer Mobile no. "))

print

**#Stores Product.**

self.product=raw\_input("Enter Product ")

print

**#Stores model.**

self.model=raw\_input("Enter model ")

print

**#Stores Date Of Purchase.**

self.dop=raw\_input("Enter Date Of Purchase ")

print

**#Stores Current Status**

self.status=raw\_input("Enter Current Status ")

print

**#Print The entered details**

def showdata(self):

print "Complain Number""\t\t\t | ",self.complain

print

print "Customer Name""\t\t\t | ",self.name

print

print "Customer Address""\t\t\t | ",self.adress

print

print "Customer Mobile Number""\t\t | ",self.mobile

print

print "Product""\t\t\t\t | ",self.product

print

print "Model Number""\t\t\t | ",self.model

print

print "Date of purchase""\t\t | ",self.dop

print

print "Current Status""\t\t\t | ",self.status

**#MAIN PROGRAM**

**#Importing the time module**

from datetime import datetime

import time

p="true"

while p=="true":

**#Main Menu**

print

print"\t\t\t\t\t\t\t\t MAIN MENU"

print

print

print"\t\t\t\t\t\t\t\tPress 1 for Login"

print"\t\t\t\t\t\t\t\tPress 2 for SignUp"

print"\t\t\t\t\t\t\t\tPress 3 for Exit"

print

print

ch=int(raw\_input("Enter your choice "))

print

print

if ch==1:

**#Calling the login class.**

s=signup()

a=raw\_input("Enter ID ")

f=open("binary.dat","rb+")

try:

while True:

s=pickle.load(f)

if a==s.username:

print

b=raw\_input("Enter the password ") **#Asking For Password**

if b==s.password:

**#Both Id and Password is correct then**

print"\t\t\t\t\t\t\t\tLogin sucessfully"

print

print

raw\_input("\t\t\t\t\t\t\t\tPress Enter to continue..")

print "\n\n\n\n\n\n\n\n\n\n\n\t\t\t\t\t\t\t\t\t\t\t\tLOADING.",

time.sleep(1)

print ("."),

time.sleep(1)

print ("."),

time.sleep(1)

print ("."),

time.sleep(1)

print (".")

time.sleep(1)

print

print

h="true"

while h=="true":

print

print

print"\t\t\t\t\t\t\t\tEnter 1 To Register a Complain"

print

print"\t\t\t\t\t\t\t\tEnter 2 To Update the Complain"

print

print"\t\t\t\t\t\t\t\tEnter 3 To Search For Details Of a Complain"

print

print"\t\t\t\t\t\t\t\tEnter 4 To Update Complain Status"

print

print"\t\t\t\t\t\t\t\tEnter 5 To Exit"

print

print

op=int(raw\_input("Enter Your Choice ")) **#Asking For The User Choice**

print

time.sleep(1)

if op==1:

**#To Register**

r=register()

i="work"

while i=="work":

r=register() **#Object Of Register Class**

r.getdata() **#Calling getdata() Function of Register Class**

f1=open("register.dat","ab+")

pickle.dump(r,f1)

f1.close()

print "Complain Has Been Sucessfully Registered"

print

**#Printing The Summary**

raw\_input("\t\t\t\t\t\t\t\tPress Enter For The Summary")

print "\n\n\n\n\n\n\n\n\n\n\n\t\t\t\t\t\t\t\t\t\t\t\tLOADING.",

time.sleep(1)

print ("."),

time.sleep(1)

print ("."),

time.sleep(1)

print ("."),

time.sleep(1)

print

f1=open("register.dat","rb+")

try:

r=pickle.load(f1)

r.showdata()

print

print"Registered Date and Time is:"

**#Print the current date and time**

print datetime.now().strftime('%Y-%m-%d %H:%M:%S')

except EOFError:

f1.close()

print"\t\t\t\t\t\t\t\tEnter 1 Reguster A New Call"

print

print"\t\t\t\t\t\t\t\tEnter 2 Go Back To The Menu"

print

z=int(raw\_input("Enter your choice "))

if z==1:

pass

else:

i="stop"

elif op==2:

**#Updating The Details**

l="true"

while l=="true":

try:

i="true"

while i=="true":

r=register()

file2=open("new register.dat","ab+")

x=raw\_input("Enter Complain Number To Update Details ")

file1=open("register.dat","rb+")

r=pickle.load(file1)

if r.complain==x:

print

print "\t\t\t\t\t\t\t\t What You Want To Update"

print

print "\t\t\t\t\t\t\t\tEnter 1 For Complain Number"

print

print "\t\t\t\t\t\t\t\tEnter 2 For Customer Name"

print

print "\t\t\t\t\t\t\t\tEnter 3 For Customer Address "

print

print "\t\t\t\t\t\t\t\tEnter 4 For Customer Mobile Number"

print

print "\t\t\t\t\t\t\t\tEnter 5 For Product is"

print

print "\t\t\t\t\t\t\t\tEnter 6 For Model Number"

print

print "\t\t\t\t\t\t\t\tEnter 7 For Date of purchase"

print

ch=int(raw\_input("Enter Your Choice "))

**#Updating Complain Number**

if ch==1:

val=raw\_input("Enter New Complain Number ")

r.complain=val

pickle.dump(r,file2)

file2.close()

file1.close()

z="in"

**#Updating Customer Name**

elif ch==2:

val=raw\_input("Enter New Customer Name ")

r.name=val

pickle.dump(r,file2)

file2.close()

file1.close()

z="in"

**#Updating Customer Address**

elif ch==3:

val=raw\_input("Enter New Customer Address ")

r.adress=val

pickle.dump(r,file2)

file2.close()

file1.close()

z="in"

**#Updating Customer Mobile no.**

elif ch==4:

val=raw\_input("Enter New Customer Mobile no. ")

r.mobile=val

pickle.dump(r,file2)

file2.close()

file1.close()

z="in"

**#Updating Product**

elif ch==5:

val=raw\_input("Enter New Product ")

r.product=val

pickle.dump(r,file2)

file2.close()

file1.close()

z="in"

**#Updating Model**

elif ch==6:

val=raw\_input("Enter New Model ")

r.model=val

pickle.dump(r,file2)

file2.close()

file1.close()

z="in"

**#Updating Date Of Purchase**

elif ch==7:

val=raw\_input("Enter New Date Of Purchase ")

r.dop=val

pickle.dump(r,file2)

file2.close()

file1.close()

z="in"

else:

file2.close()

file1.close()

z="out"

print"Incorrect Choice Please Choose A Valid option"

if z=="in":

os.remove("register.dat")

os.rename("new register.dat","register.dat")

file2=open("register.dat","rb")

try:

r=pickle.load(file2)

print

print

print

raw\_input("\t\t\t\t\t\t\t\tPress Enter To See The Details After Upgradation ")

print "\n\n\n\n\n\n\n\n\n\n\n\t\t\t\t\t\t\t\t\t\t\tLOADING.",

time.sleep(1)

print ("."),

time.sleep(1)

print ("."),

time.sleep(1)

print ("."),

time.sleep(1)

print (".")

time.sleep(1)

print

print

r.showdata()

except EOFError:

file2.close()

print

print

print "\t\t\t\t\t\t\t\tEnter 1 To Cotinue Updating"

print

print "\t\t\t\t\t\t\t\tEnter 2 To Go Back To The Main Menu"

print

print

choice=int(raw\_input("Enter Your Choice "))

if choice==1:

pass

elif choice==2:

i="fasle"

l="false"

else:

print " Wrong option"

else:

**#If The Complain Number Is Not Registered**

print"\t\t\t\t\t\t\t\tComplain Number Is not valid,Please Choose A Valid Complain Number To Update Details"

print

print"\t\t\t\t\t\t\t\tEnter 1 To Re-enter"

print

print"\t\t\t\t\t\t\t\tEnter 2 To Exit"

luck=int(raw\_input("Enter Your Choice "))

if luck==1:

pass

else:

i="false"

l="false"

except EOFError:

file1.close()

**#Searching For Details**

elif op==3:

f2=open("register.dat","rb+")

complain=raw\_input("Enter Complain Number To Search Details ")

try:

r=register()

r=pickle.load(f2)

if complain==r.complain:

try:

r.showdata()

raw\_input("\t\t\t\t\t\t\t\tPress Enter To Continue..")

print "\n\n\n\n\n\n\n\n\n\n\n\t\t\t\t\t\t\t\t\t\t\tLOADING.",

time.sleep(1)

print ("."),

time.sleep(1)

print ("."),

time.sleep(1)

print ("."),

time.sleep(1)

print (".")

time.sleep(1)

print

print

except EOFError:

f2.close()

except:

pass

**#Cancelling The Complain**

elif op==4:

try:

r=register()

file2=open("new register.dat","ab+")

x=raw\_input("Enter Complain Number To Update Status of ")

file1=open("register.dat","rb+")

r=pickle.load(file1)

if r.complain==x:

val=raw\_input("Enter Current Status ")

r.status=val

pickle.dump(r,file2)

file2.close()

file1.close()

print

print"\t\t\t\t\t\t\t\tStatus Updated Sucessfully"

print

**#Renaming The File**

os.remove("register.dat")

os.rename("new register.dat","register.dat")

file2.close()

except EOFError:

pass

elif op==5:

h="false"

else:

print"\t\t\t\t\t\t\t\tIncorrect Password"

else:

print"ID Is Not Registered,Kindly Register First"

except EOFError:

f.close()

elif ch==2:

#SignUp

s=signup()

print "\t\t\t\t\t\t\t\tWelcome to the Sign Up page"

print

raw\_input("\t\t\t\t\t\t\t\tPress Enter To Continue..")

print "\n\n\n\n\n\n\n\n\n\n\n\t\t\t\t\t\t\t\t\t\t\tLOADING.",

time.sleep(1)

print ("."),

time.sleep(1)

print ("."),

time.sleep(1)

print ("."),

time.sleep(1)

print (".")

time.sleep(1)

print

print

s=signup()

s.signin()

f=open("binary.dat","ab+")

pickle.dump(s,f)

f.close()

print "\t\t\t\t\t\t\t\tYou Are Sucessfully Registered,Kindly LOGIN"

print

raw\_input("\t\t\t\t\t\t\t\tPress Enter To Go To Main Menu ")

elif ch==3:

exit()

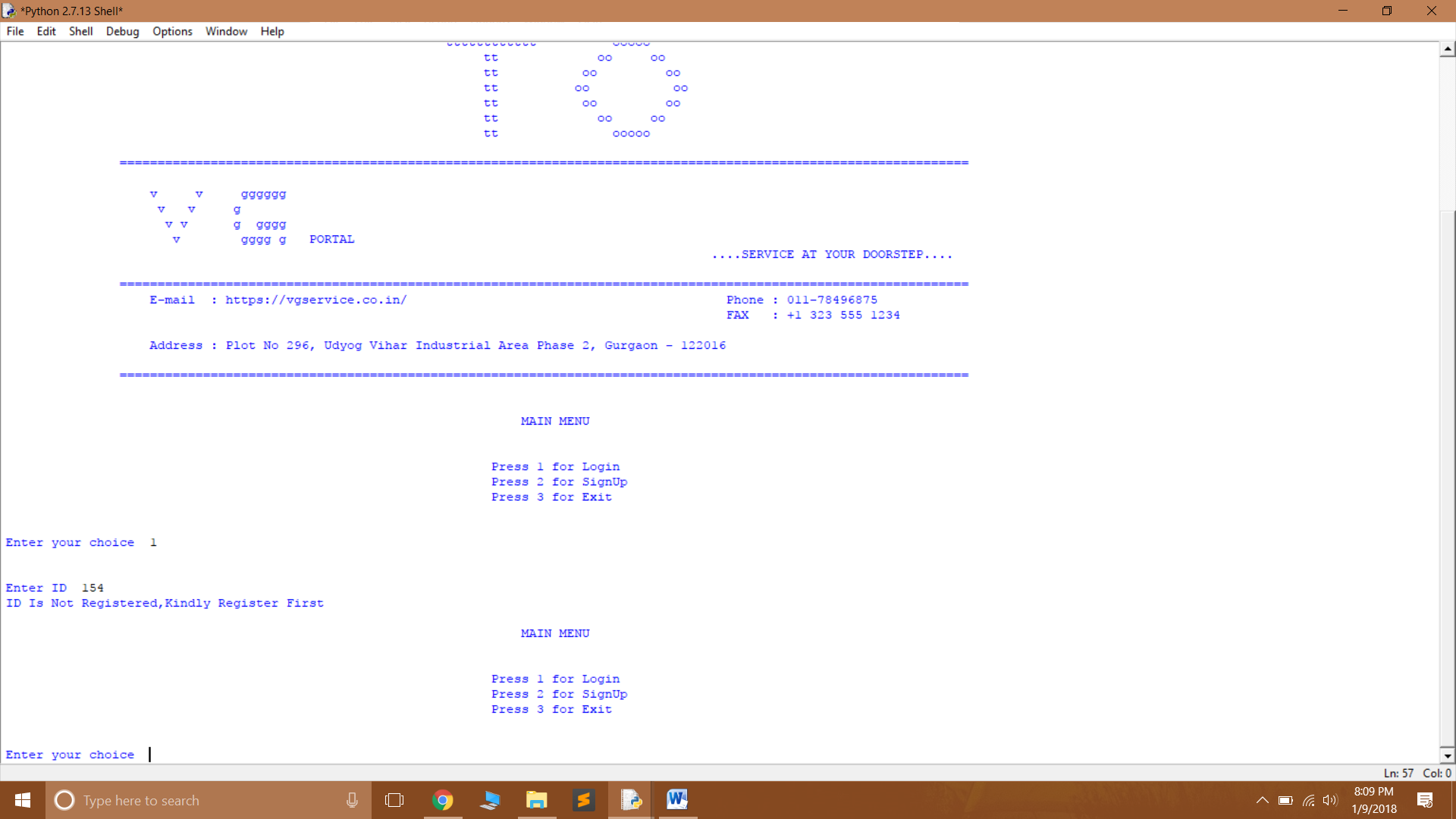
else:

print"Incorrect Option"

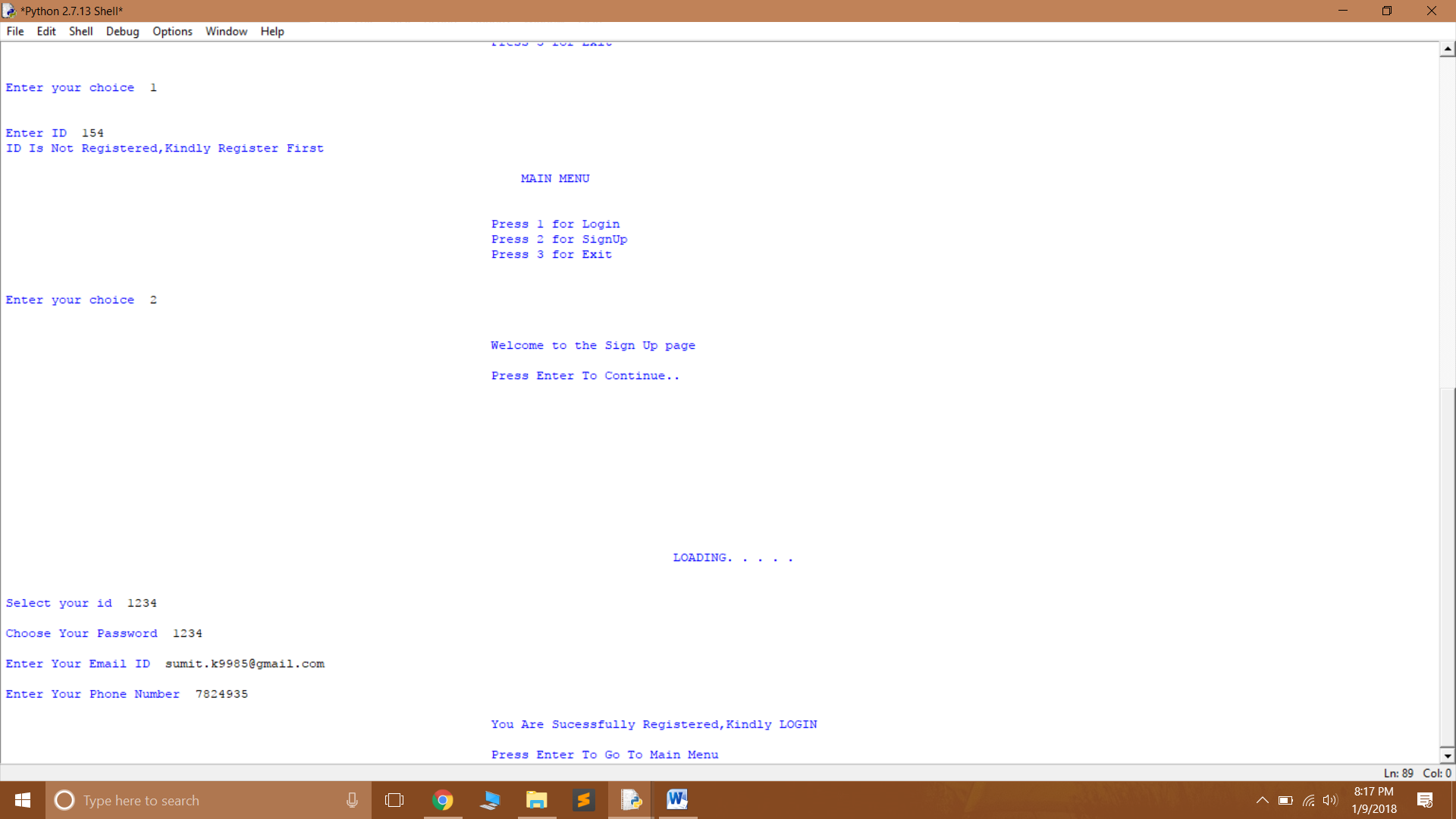
**Output**



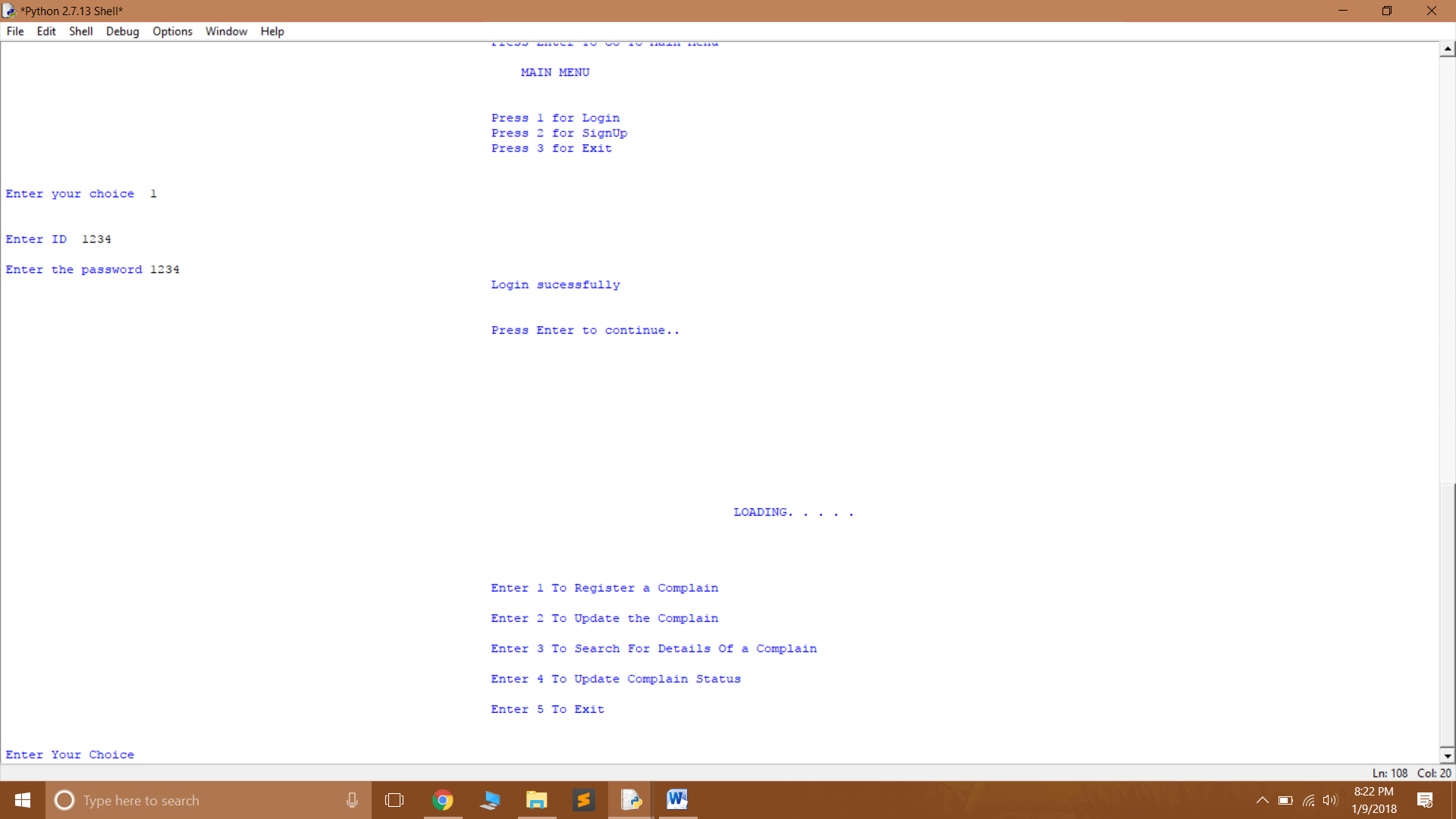
#If the user don’t have the account,he will be terminated to the main menu and have to SignUp.



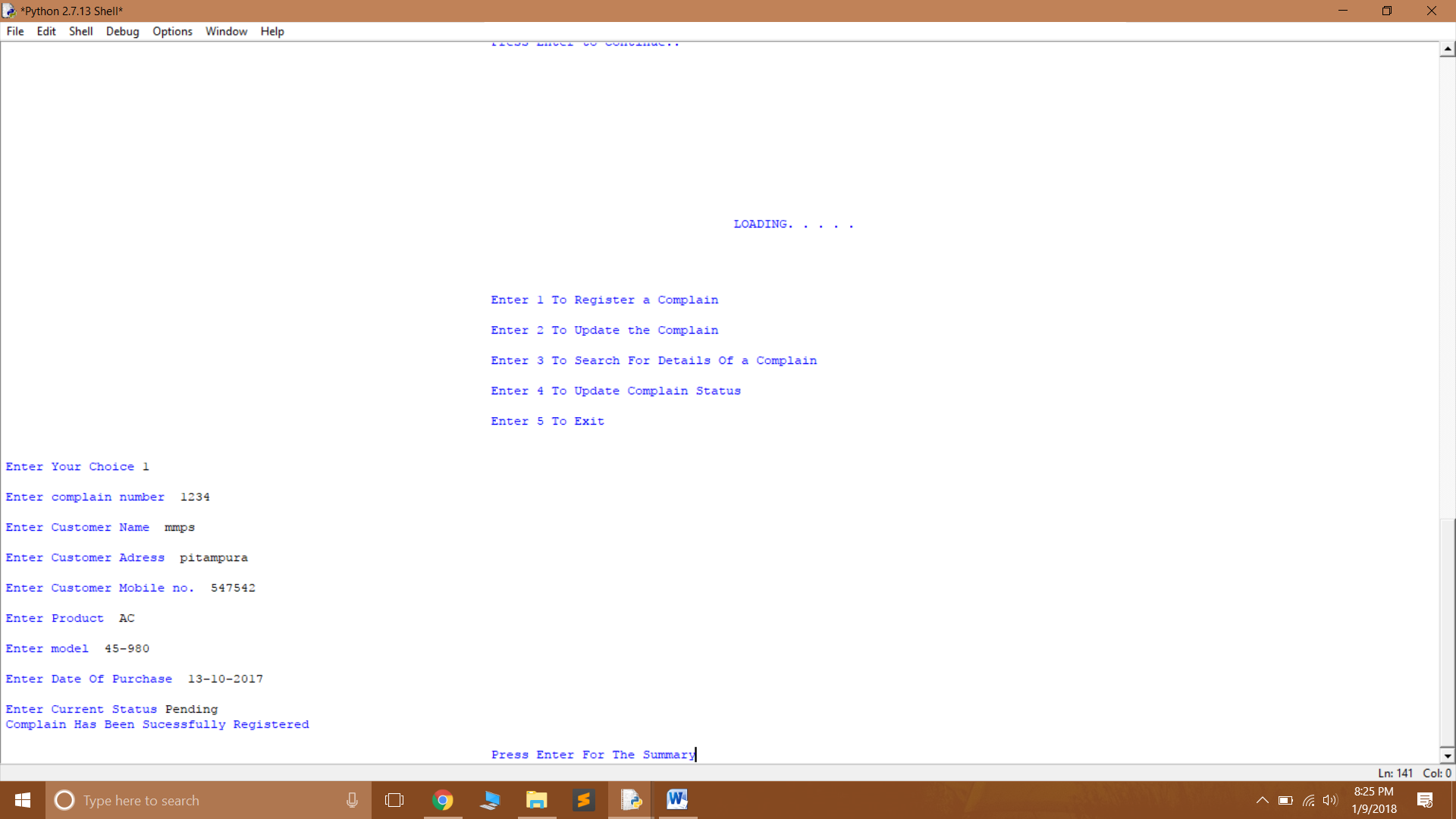
#SignUp Page.



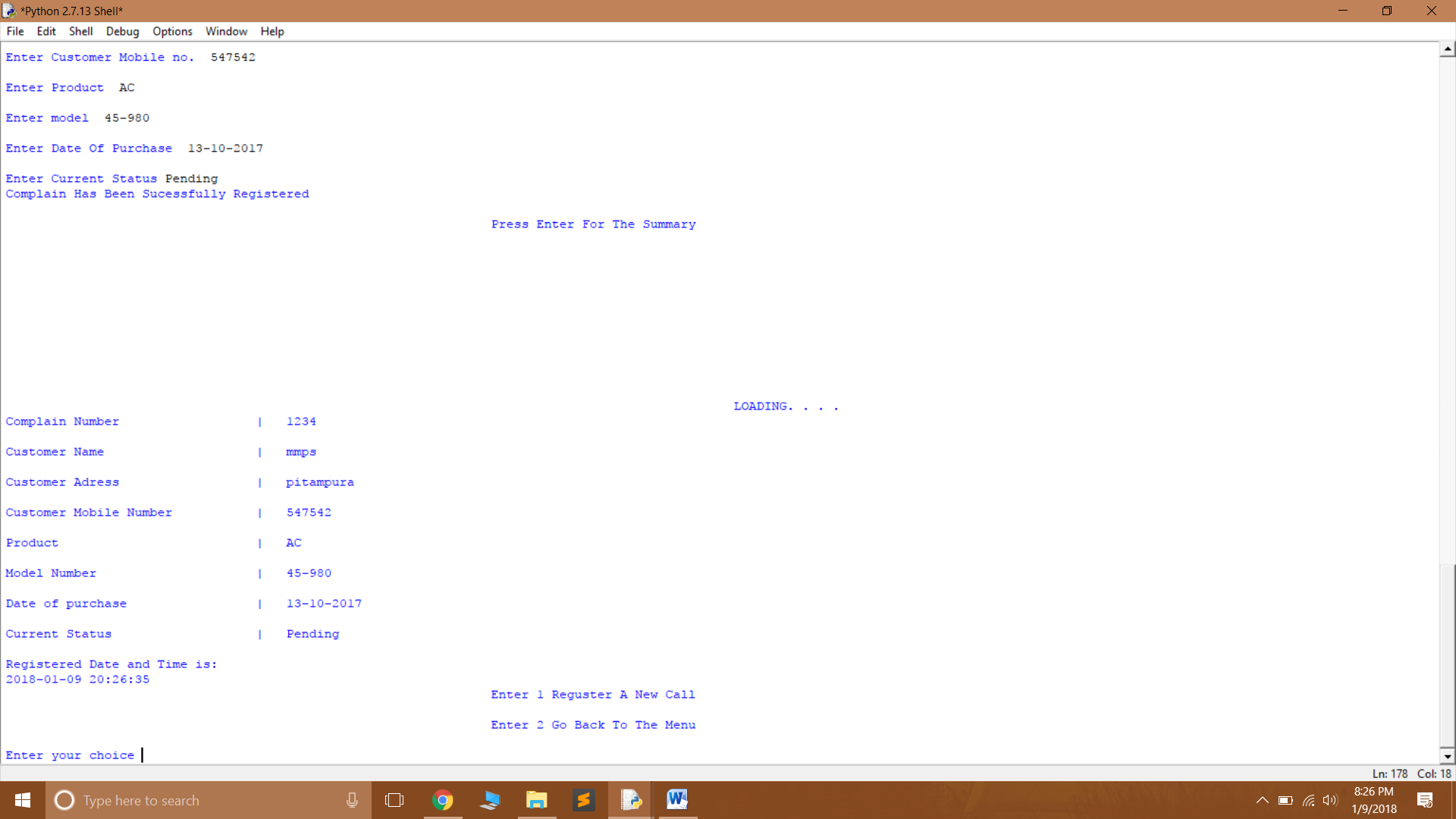
#When you register yourself then Login.



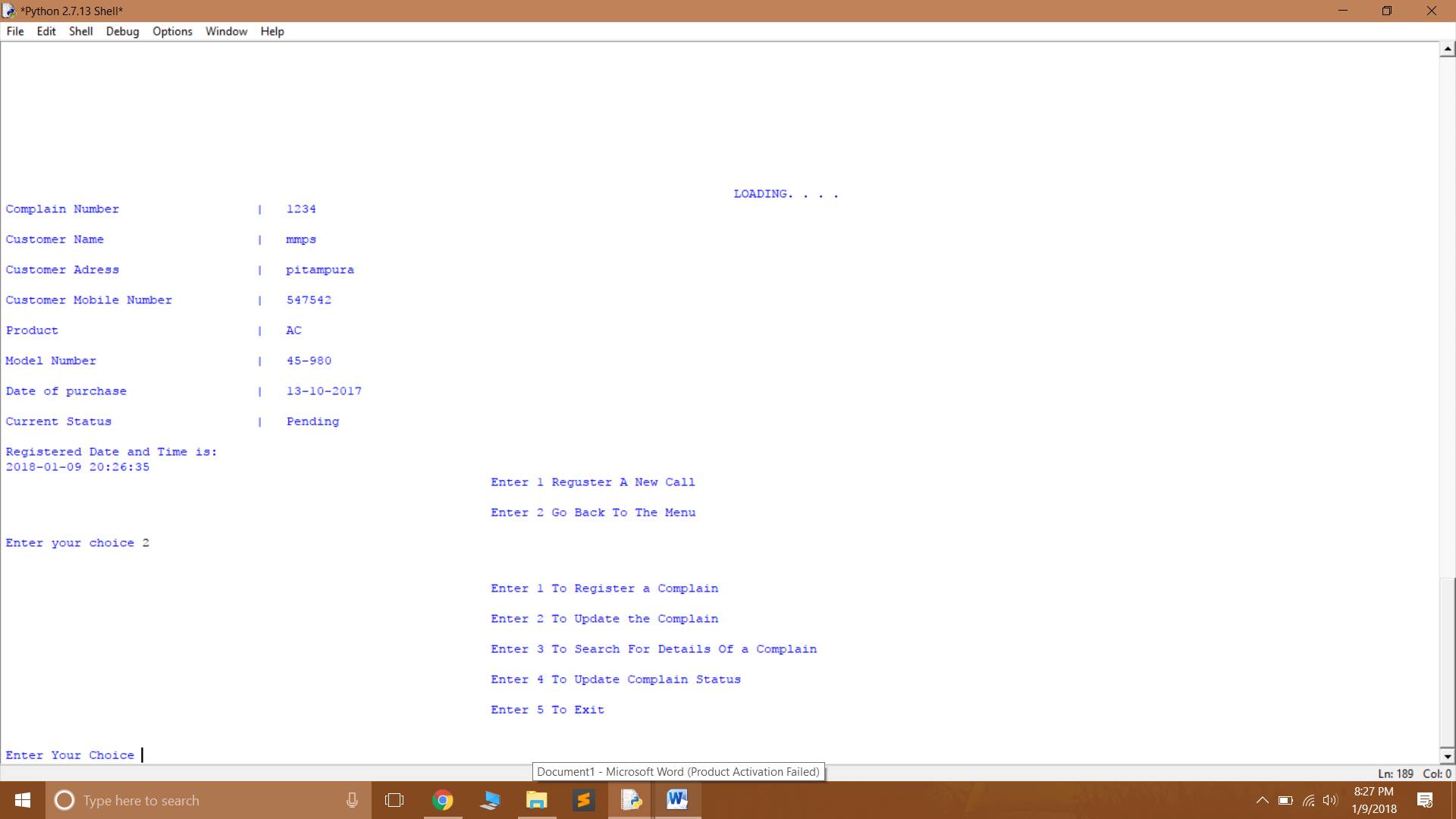
#Registering the complain.



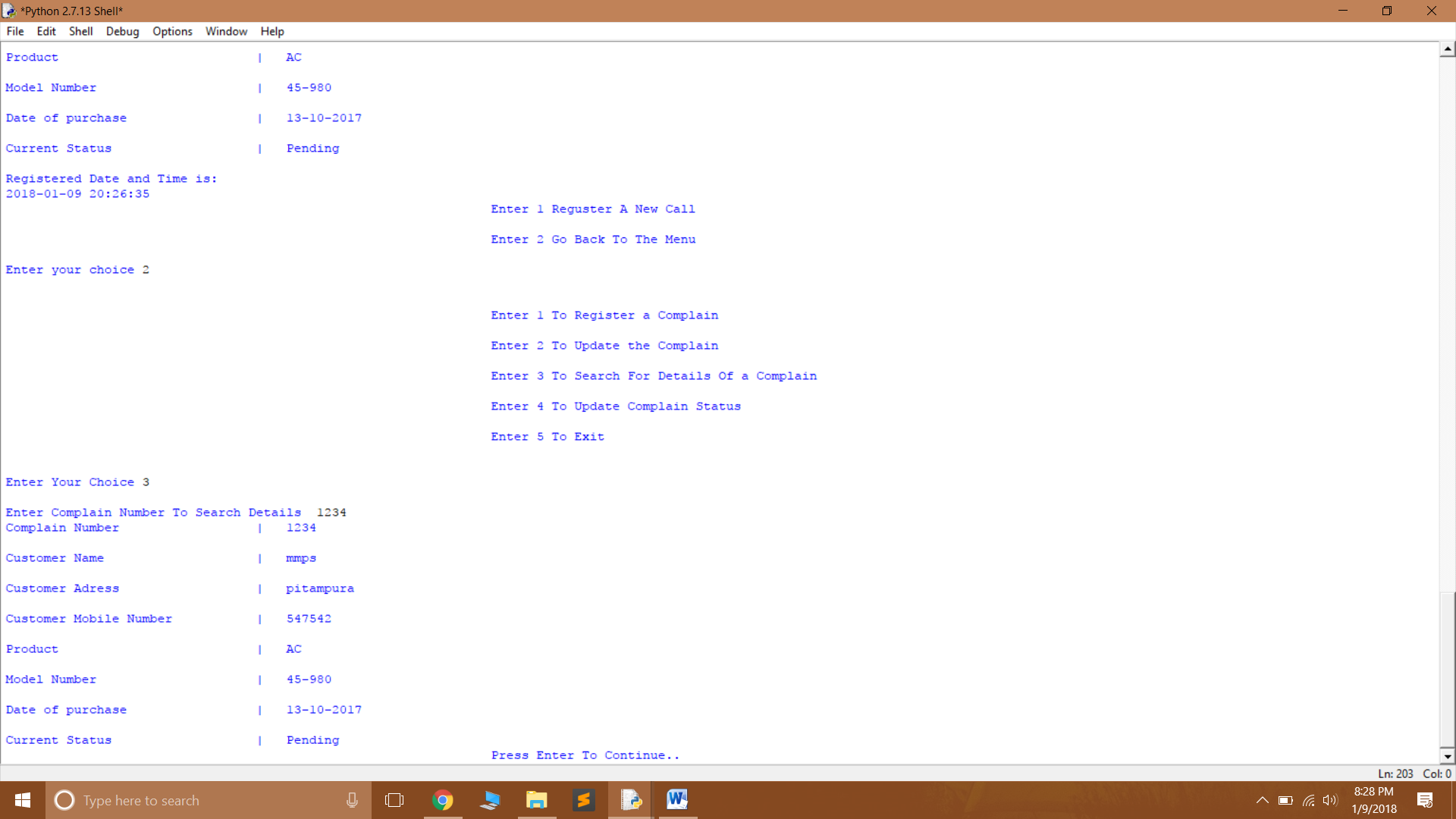
#After Registration User will get the summary.



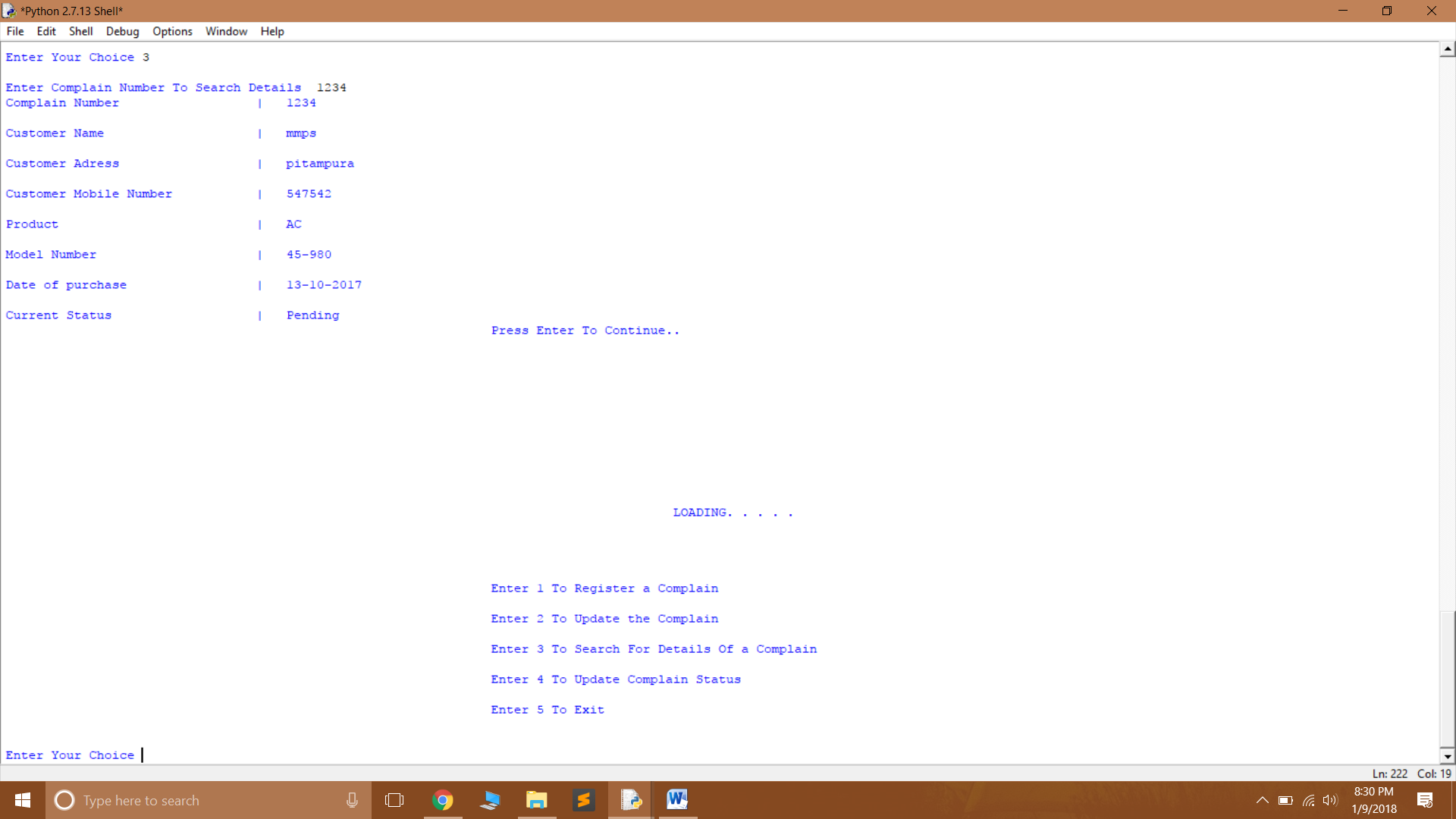
#Back to the Menu.



#Searching.

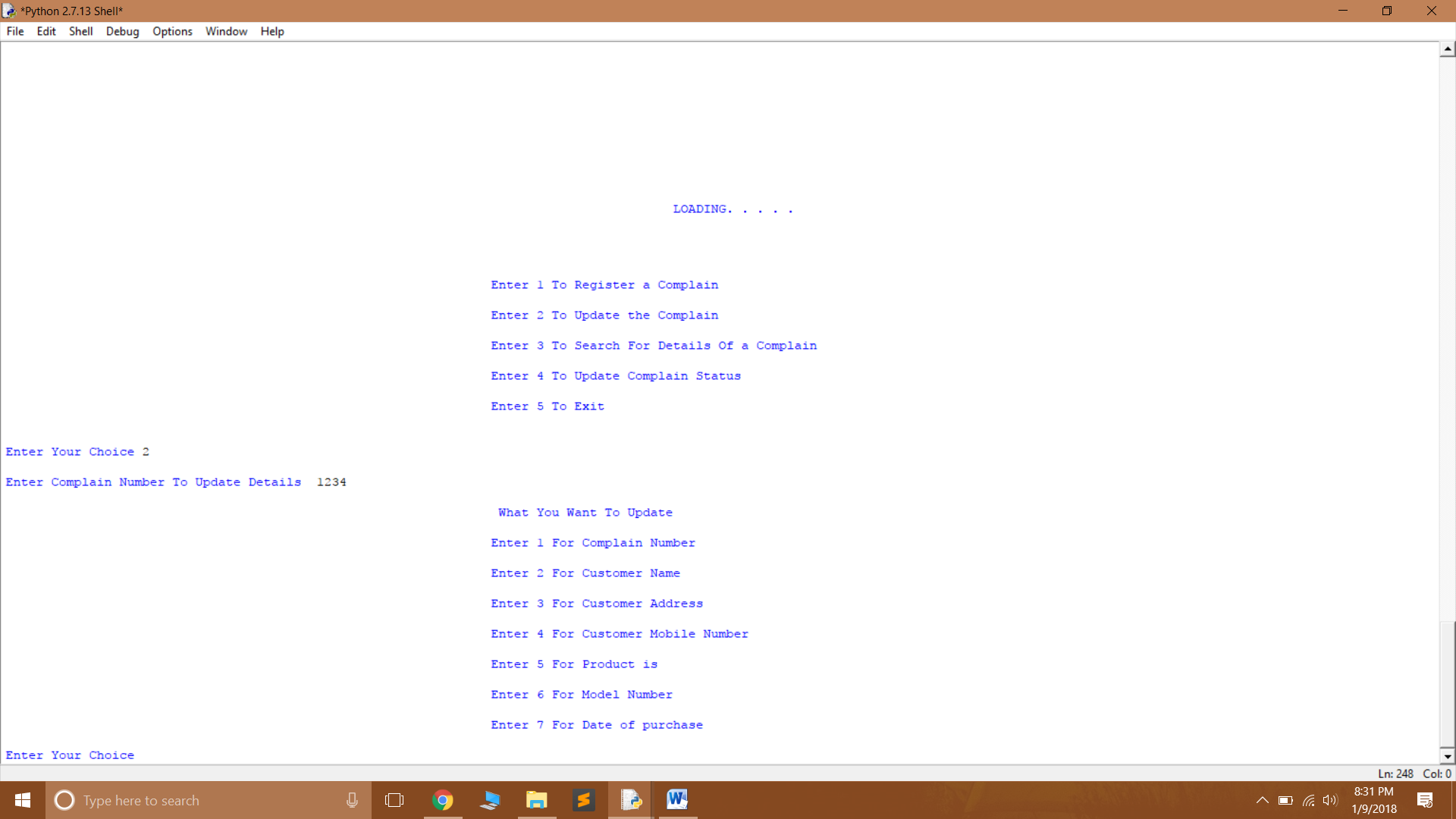


#After pressing Enter user will be terminated back to the Menu.

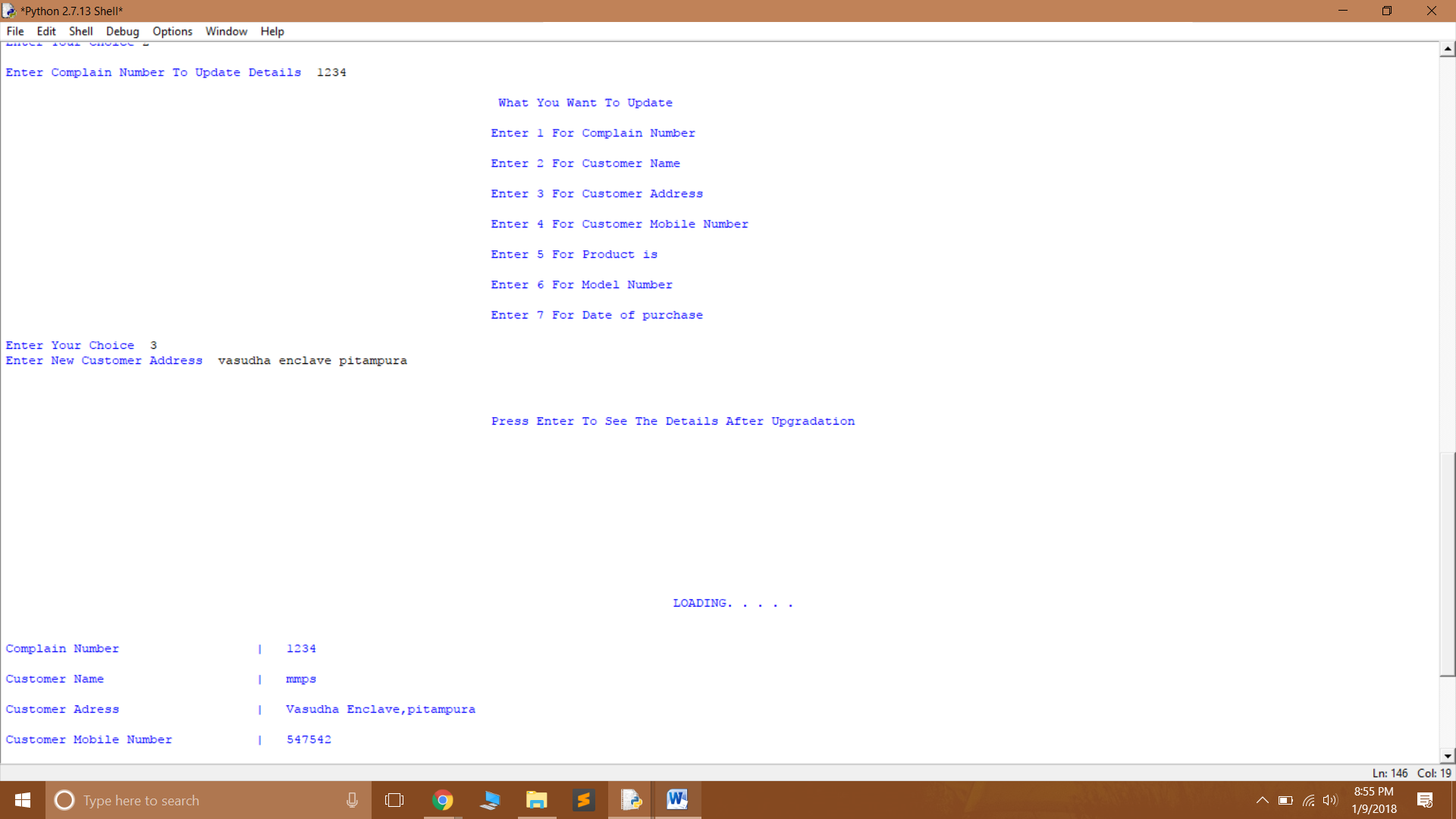


#Updating Details of the Complain.

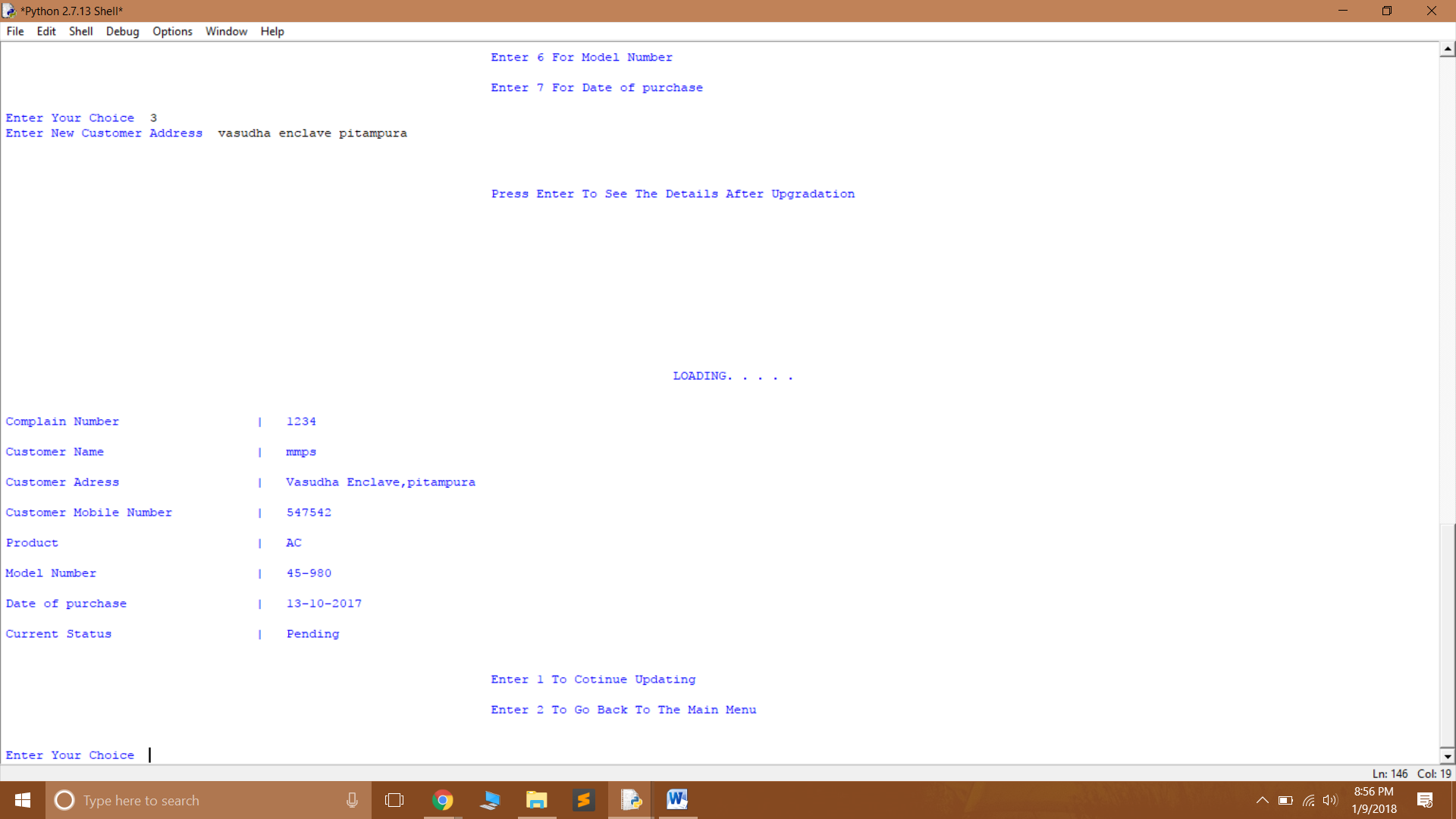
\*User will be asked what has to be updated.



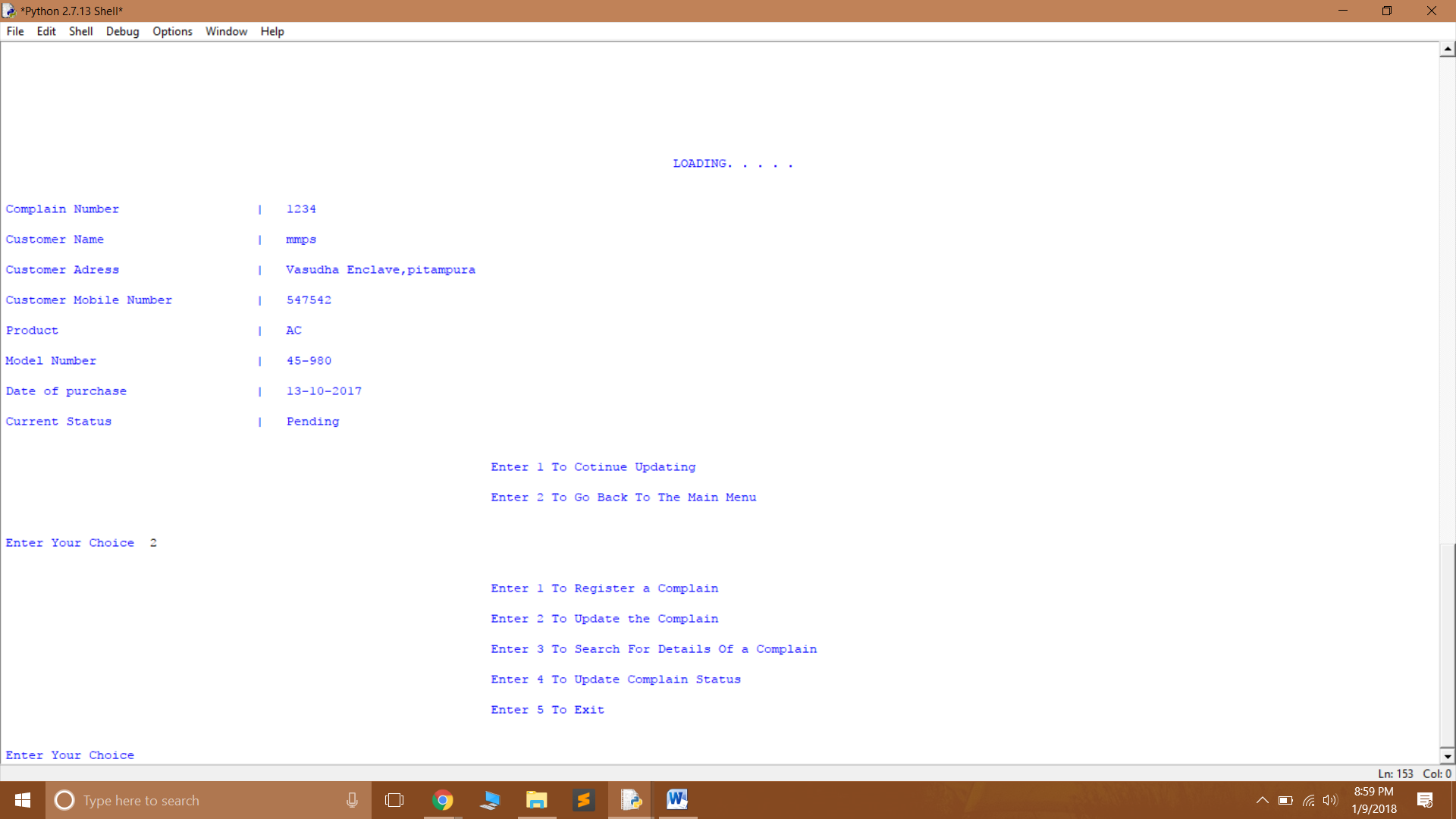
\*For example i am updating the address.



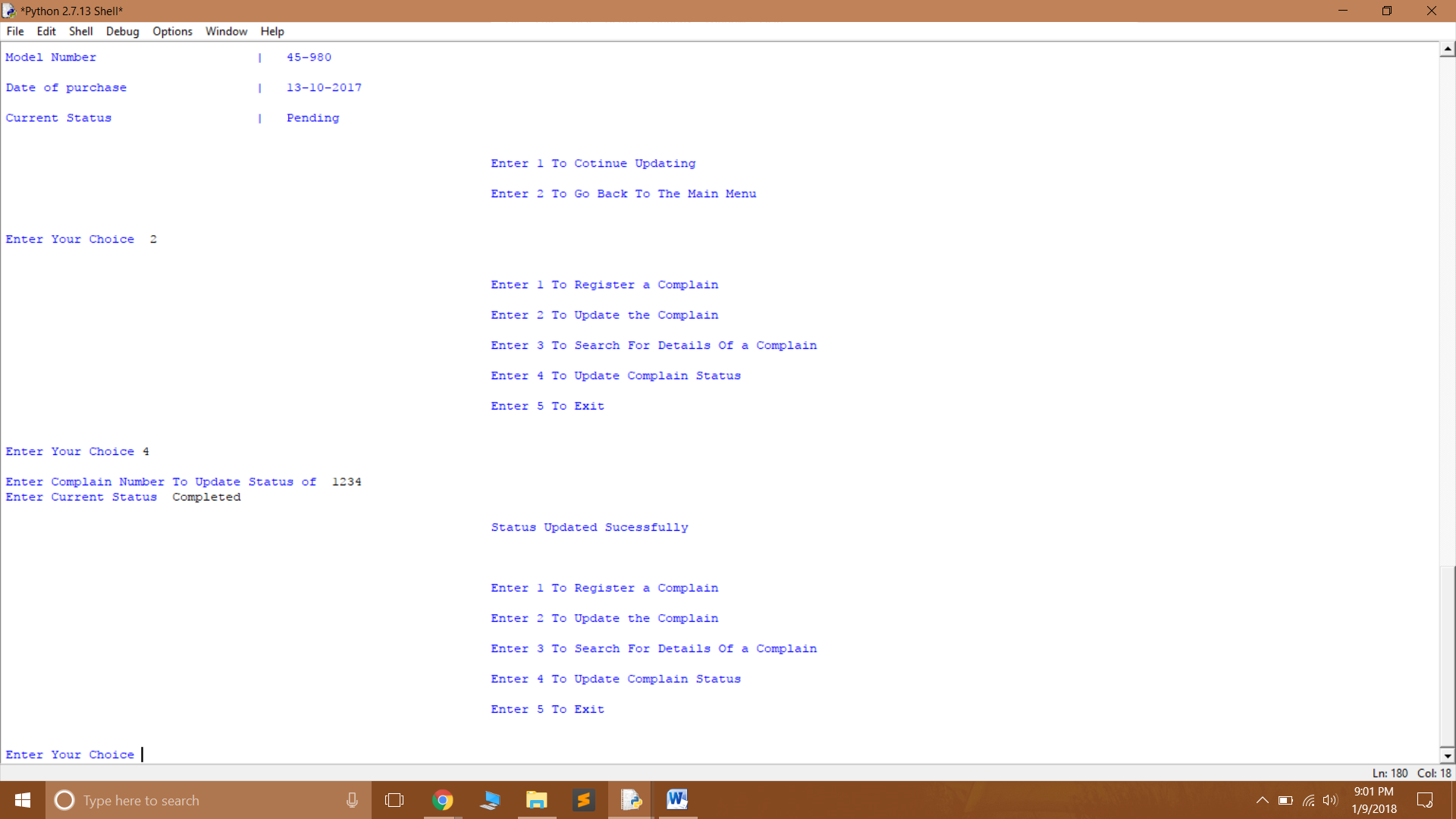
#After updating user will get the details printed on the screen, and user will be asked to continue updating or to go back to the Menu.



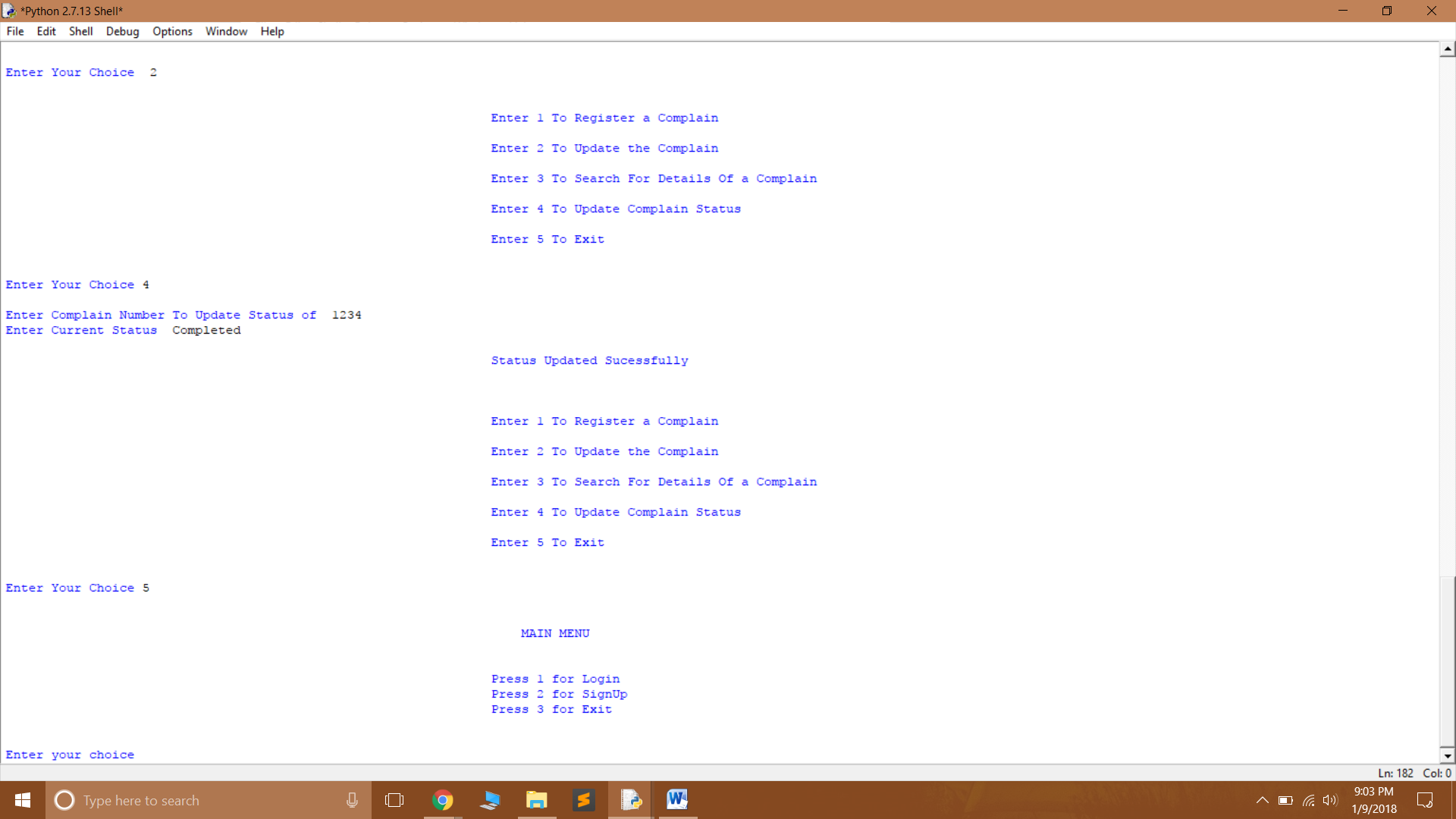
#If user enter 2, the user will be terminated to the Menu.



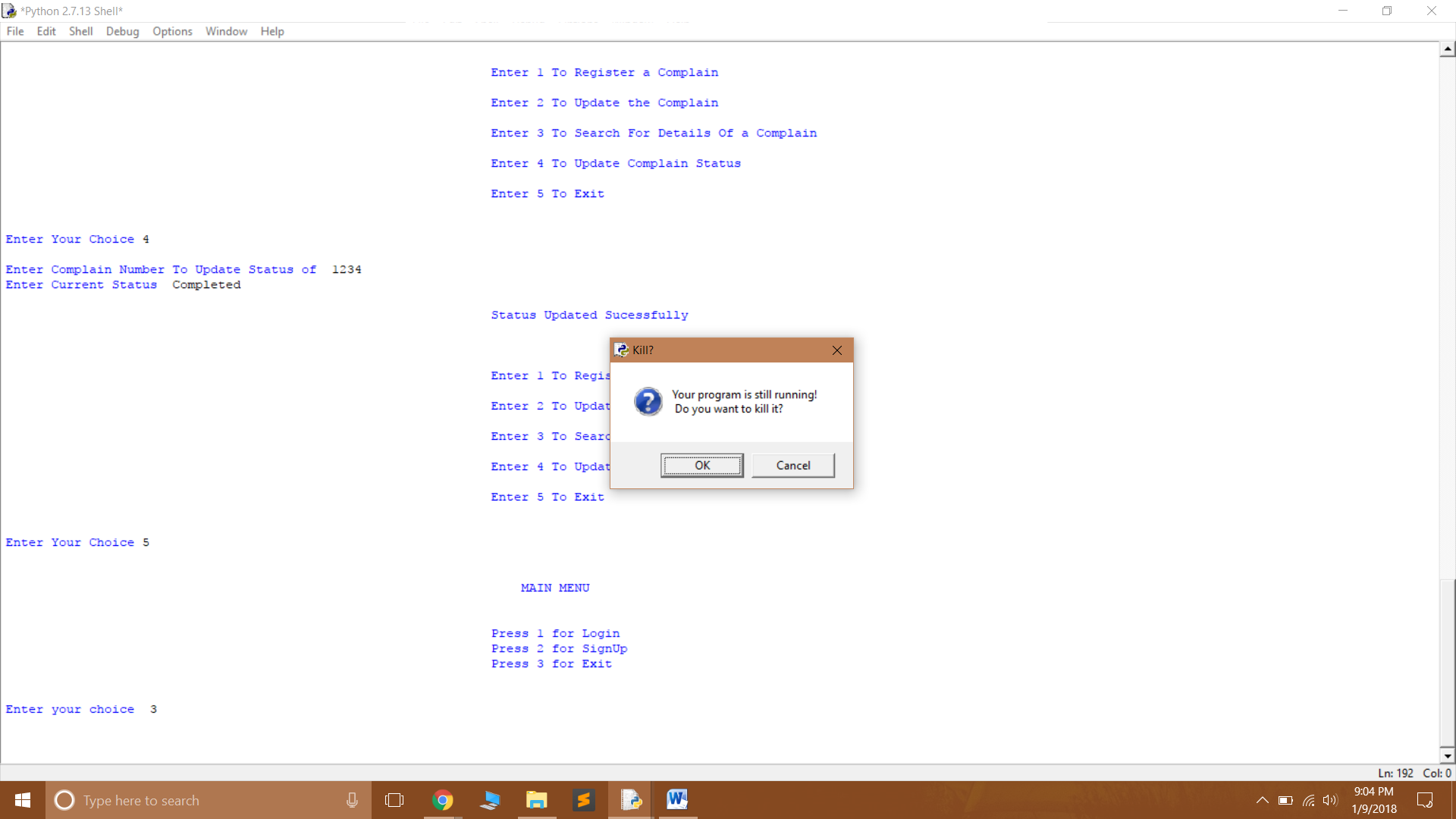
#Updating the Complain Status.



#Exiting the Menu.

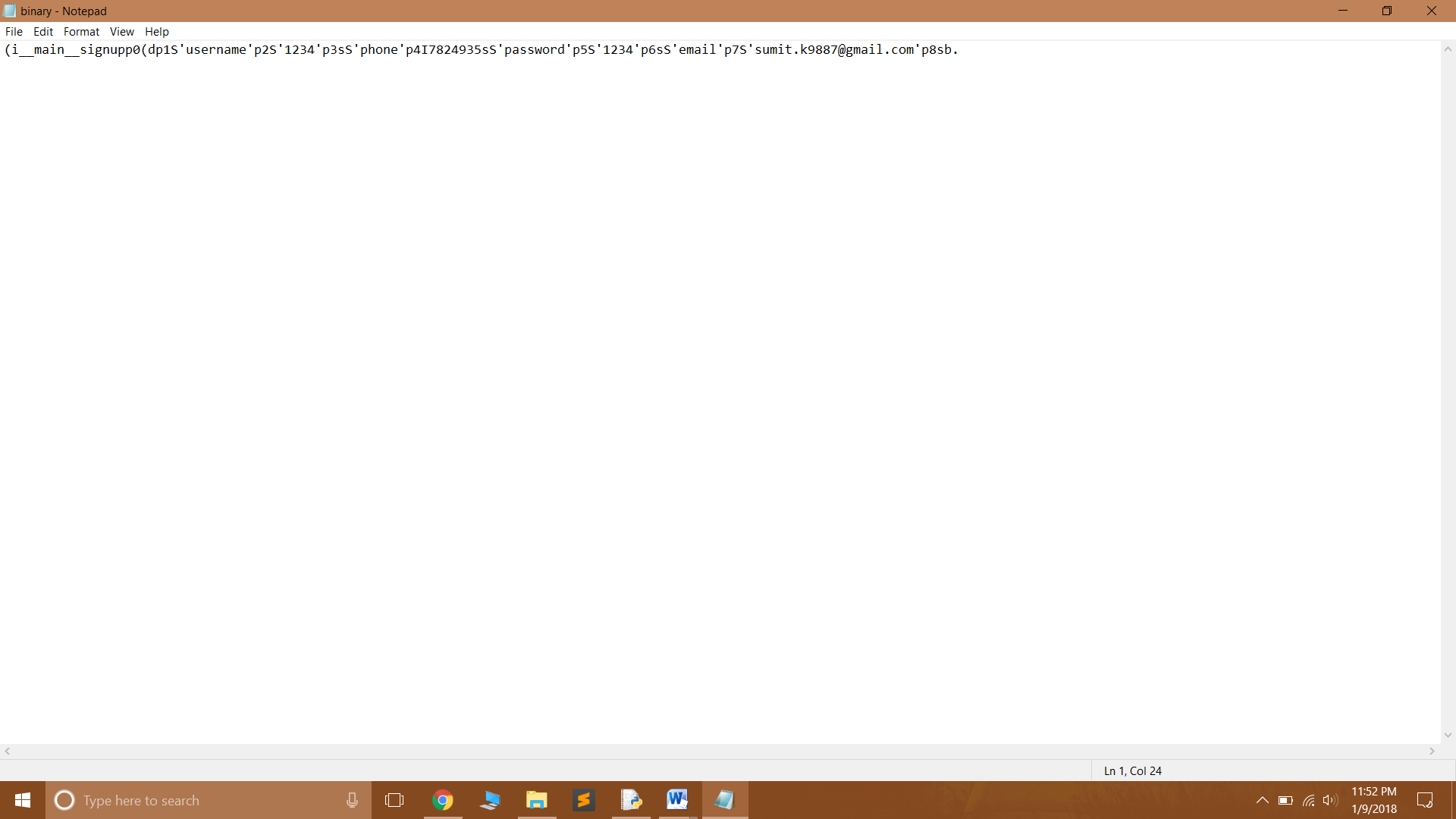


#Exiting the Main Menu.

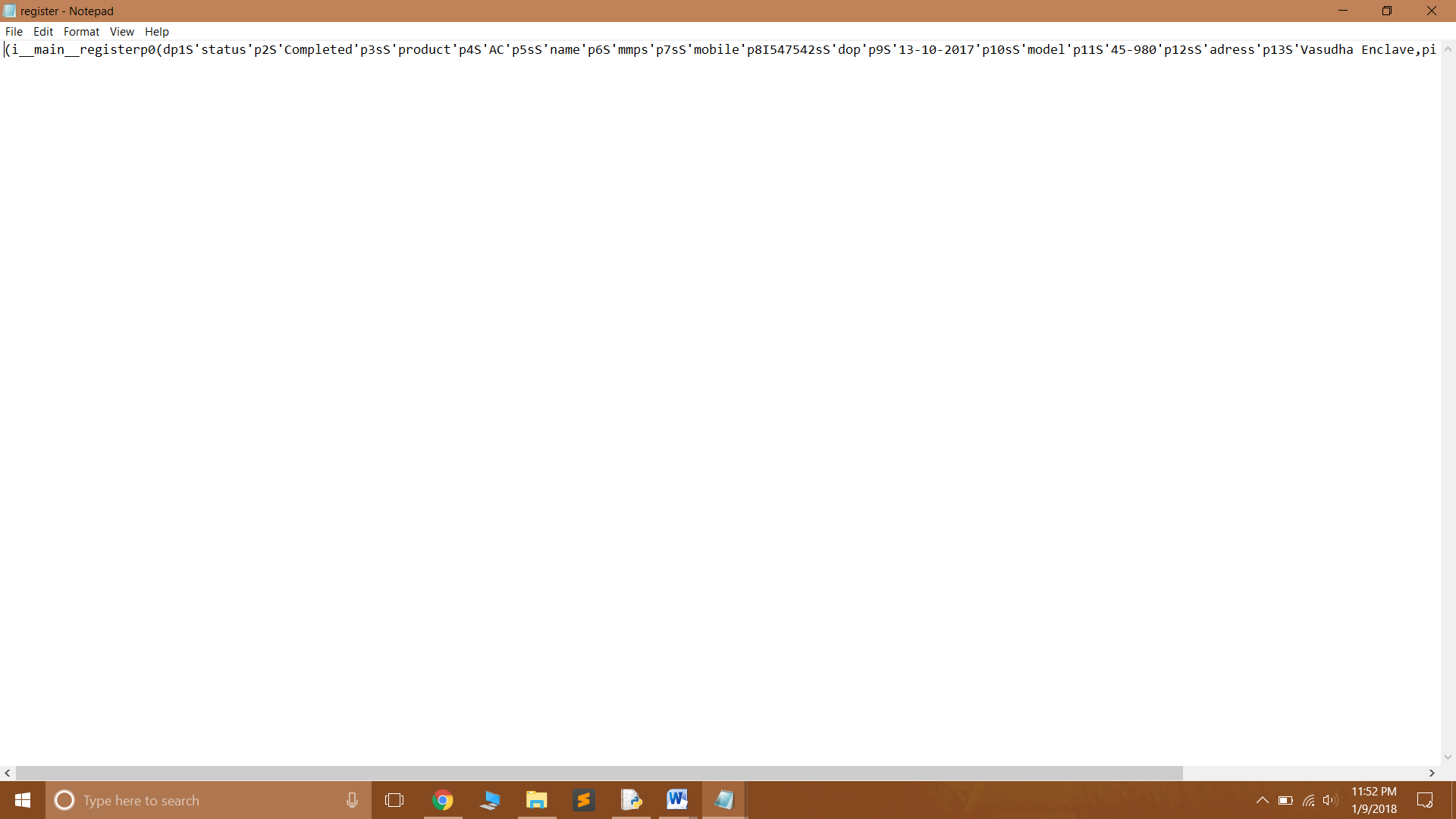


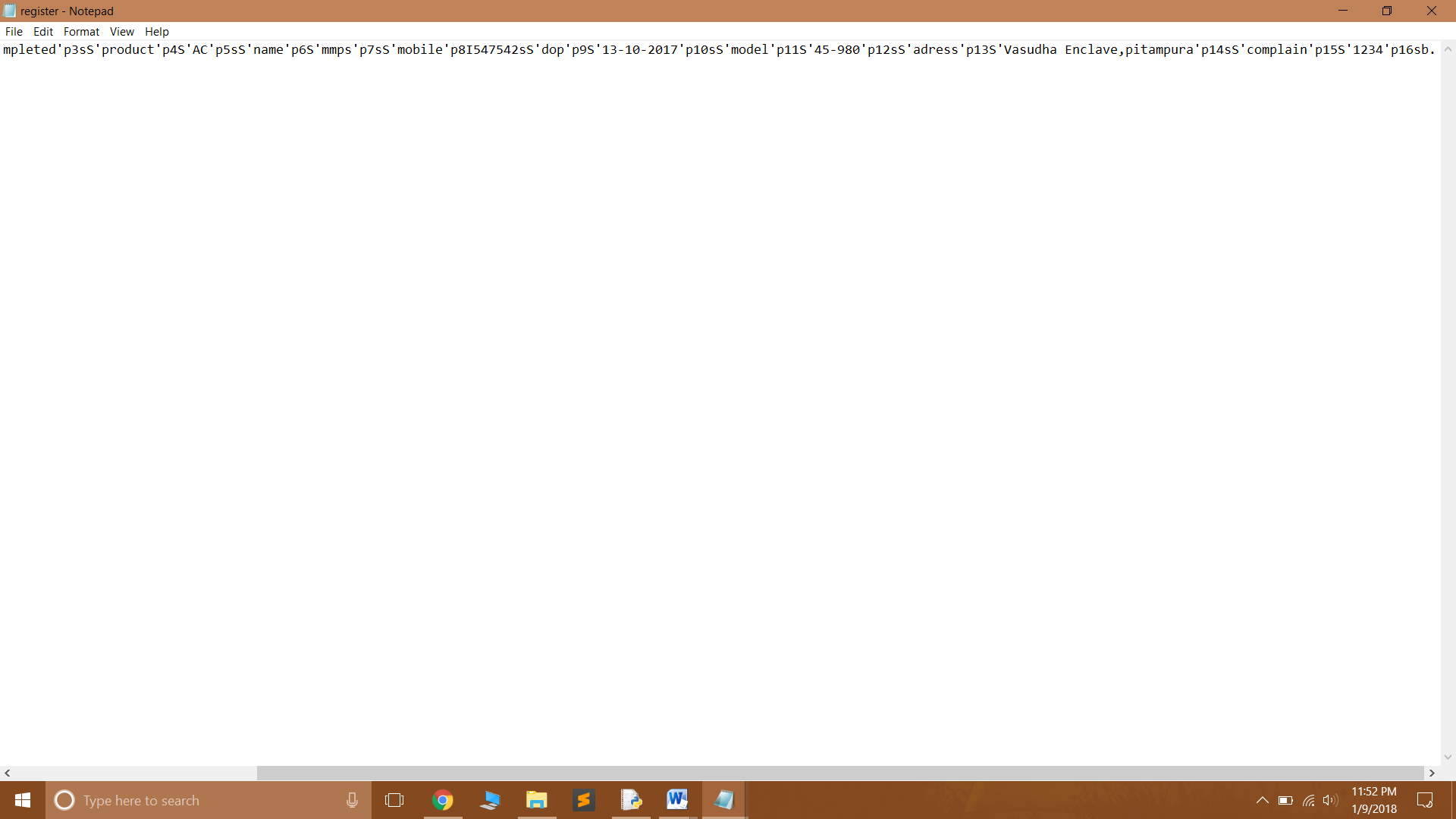
**Files**

**Binary.dat**



**Register.dat**





**CONCLUSION**

I tried putting all my efforts to make this project good but there are some things which can be further updates in this project.

1. Their can a new option where we are assigning the complain number to the service man so that we also have the record of the service man who attended that complain.

2. For leaving line we can use ”\n” which will save the space.

3. More options can be added so that the service can be improved.

**Bibliography**

1. NCERT Computer Science Class-XII

2. Computer Science with Python By Sumita Arora Class-XII

3. https://vgservice.co.in/login.aspx

4. https://www.tutorialspoint.com/python/python\_date\_time.htm

**Remarks**