CUSTOMER CARE REGISTRY

TEAM DETAILS:
TEAM ID   : PNT2022TMID50436
COLLEGE NAME : PSN ENGINEERING
                            COLLEGE
DEPARTMENT   : INFORMATION
                            TECHNOLOGY

PROBLEM STATEMENT

Customer care is more than just providing great customer service. It's a proactive approach to providing information, tools, and services to customers at each point they interact with a brand. For organizations, and for product and design teams, there can be a number of reasons why a product could fail. But not taking the time to consider a customer's conditions and their current situation could potentially harm your product's future. By working with a problem statement you can make sure you are defining a customer's experience and attempting to transform your product for the better.

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.

USER

The user 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. The user can view the status of their complaint through email.

THANK YOU!!!!!

PRESENTED BY

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