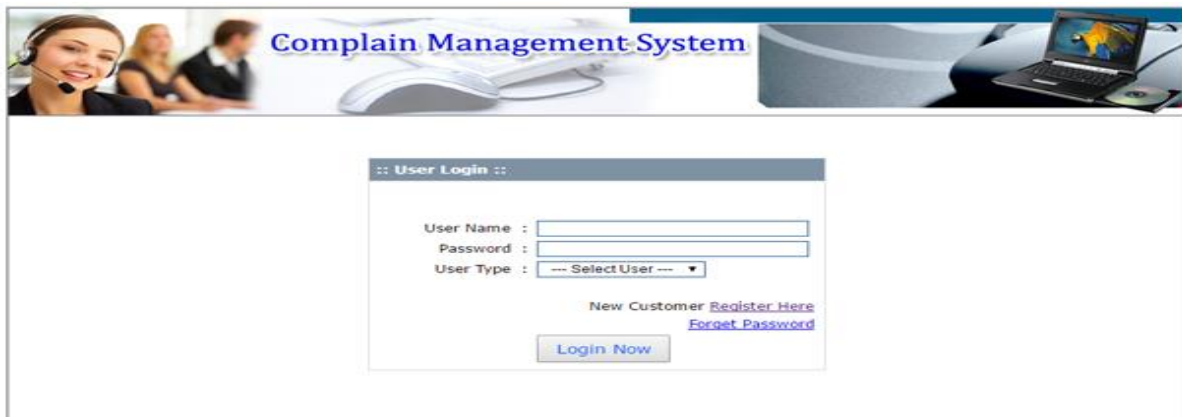


COMPLAIN MANAGEMENT SYSTEM



The screenshot shows the 'User Login' interface of the Complain Management System. It features a header with a banner image of a customer service team and the system title. The login form includes fields for 'User Name', 'Password', and 'User Type' (a dropdown menu). Below these fields are links for 'New Customer Register Here' and 'Forgot Password', and a 'Login Now' button.

Complain Management System

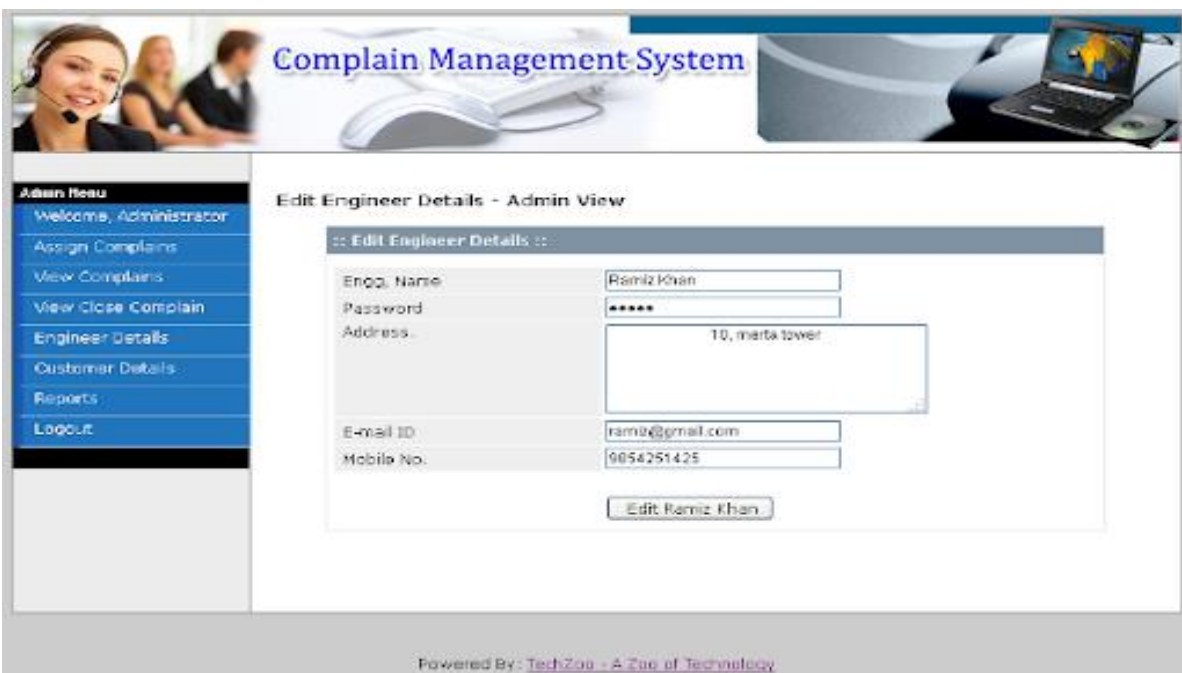
:: User Login ::

User Name :

Password :

User Type :

New Customer [Register Here](#)
[Forgot Password](#)



The screenshot shows the 'Admin View' of the Complain Management System, specifically the 'Edit Engineer Details' page. It features a sidebar menu with options like 'Welcome, Administrator', 'Assign Complaints', 'View Complaints', 'View Close Complain', 'Engineer Details', 'Customer Details', 'Reports', and 'Logout'. The main content area displays the details of an engineer named Ramiz Khan, including fields for 'Enqql. Name', 'Password', 'Address', 'E-mail ID', and 'Mobile No.', along with an 'Edit Ramiz Khan' button.

Complain Management System

Admin Menu

- Welcome, Administrator
- Assign Complaints
- View Complaints
- View Close Complain
- Engineer Details
- Customer Details
- Reports
- Logout

Edit Engineer Details - Admin View

:: Edit Engineer Details ::

Enqql. Name :

Password :

Address :

E-mail ID :

Mobile No. :

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COURSE: INTERNET PROGRAMMING LABROTORY

CODE: CSE326

NAME OF PROJECT GUIDE: Ms. Nikita Kaushik

SECTION: K19FG GROUP:2

TEAM MEMBERS:

ROHIT KUSHWAHA (REG.NO.11907655 ROLL NO.40)

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COMPLAIN MANAGEMENT SYSTEM

INTRODUCTION

Complaint management is a process of assessing, analyzing, and responding to customer complaints. Businesses are now using the automated complaint management system to streamline customer service management and to resolve complex issues promptly and professionally.

Complaint management is the process of handling, managing, responding to, and reporting customer grievances. This process requires a streamlined approach and constant monitoring to ensure faster resolutions.

WHY A COMPLAINT MANAGEMENT SYSTEM

Why a complaint management system is required that is why, it is essential for such businesses to have an effective complaint management system, enabling them to listen to customers. It then insures and ensure that the regulatory submissions of information collected through complaints is done in a timely fashion.

Managing complaints is a supportive business practice for ensuring best customer service in any company. By having web based complaint management systems in place, businesses can use the information that is captured to make process improvements to achieve quality output.

Once a customer bought your product, each time he contact you for support you need to log a complaint with ticket number so as to track the complaint till it's resolution up-to customer satisfaction. customer complaint management system software organize the process of complaint management with logging the complaint with ticket number, easy escalation of complaint to skilled forced according to severity and nature of the complain and track the solution. Thus, enhancing efficiency of complaint handling process.



Customer complaint management software provides you a robust complaint management section where you can put all the queries of a particular customer, can classify them on the basis of severity, their occurrence, their importance and then record all the comprehensive

solutions in your database for post analysis. Online customer complaint system and service contacts are an opportunity to show your clients how important they are. If you exceed their expectations they will be loyal customers for years to come. Customer complaint management software allow entry, tracking, recording and recalling customer contact history to better customer experience and customer complaint handling

BENEFITS OF COMPLAINT MANAGEMENT SYSTEM

- ❖ Categorization of complaints on the basis of their severity.
- ❖ All solutions are maintained in the database. so, if needed, you can select the solution or can fix new solution for any challenging problems.
- ❖ Web based complaint management module get integrated with the website.
- ❖ Customers can directly paste their concern through the website and can even get the relevant solutions as early as possible.
- ❖ Customer can even deliver their valuable feedback to the companies through this software.
- ❖ Complaints can now be seen as value addition for the business growth as they identify all the flaws of the product and suggest rectifications.

FEATURES

- Customer Login / Create, View, Track Complain
- Admin View, Assign complain to Engineer
- Engineer Login, View Assigned Complain, Update complain status
- Admin: Create, Edit Engineer