

SYNOPSIS

(PROJECT WORK)

LOVELY PROFESSIONAL UNIVERSITY, PUNJAB

COURSE: INTERNET PROGRAMMING LABROTORY

CODE: CSE326

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TITLE OF PROJECT: Complain Management System

SECTION: K19FG

GROUP:2

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Introduction

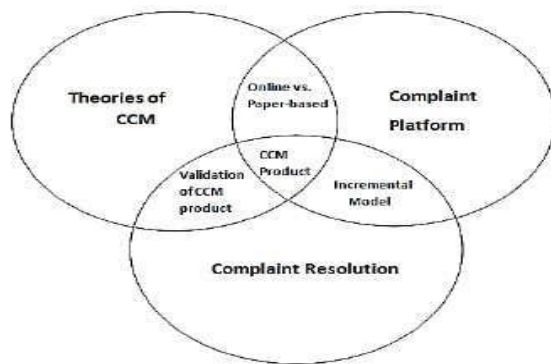
- Complaint management system is system through which assign complain, view complain, view close complain, engineer details, customer details, reports, logouts.
- Complain Management is a Web based project used to manage Customer's complain Online. User can login, and Create complain, view complain details and track the status of its complain.
- A complaint management system is a software program that allows companies to address customers' inquiries, deliver consistent support and manage complaints in a timely manner. In general, these applications are offered as part of customer relationship management software packages.
- 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.

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

Methodology

- The main research methods used in this research are mostly qualitative: focus of this study relates strongly to business excellence and development. Methods reviewed are linked to process thinking and continuous improvement together with problem solving.
- Personnel interviews and discussion are the main source of gleaning empirical data.
- General process orientation and overview are absorbed in form of given topic interviews. During the actual interface development process, continuous feedback will be collected. In addition, propositions and solutions are exhaustively discussed using a peer and/or management review.



AIM AND OBJECTIVE OF STUDY

This project is aimed at implementing a complaint management system which will be having the underlisted objective

- Receive daily complain from customer.
- Allow customer to registered and obtain username and password to login into the system and lodge in their complain and view previous complain.
- To provide a medium through which authorize personnel can attend to those complain from customers from any location.
- Simultaneously update changes made to any data, item in the entire database.