

COMPLAINT MANAGEMENT SYSTEM

Abstract

The purpose of this project is to provide the complaints for different products and getting reply from the products handling teams.

Customers may have complaints about its products. They will be given an email id for each product, where they can send an email when they have a complaint to register. The emails will get converted to complaints and get assigned to the persons handling that product. The complaints can be assigned to different persons and will get tracked to closure. The person handling the complaint will have the facility to communicate with the customer via emails through the system.

Existing System

The existing Complaint Management system, In Existing System Customers of the Organization has to Visit the Organization Whenever they have any Complaints regarding the Products of the Organization, This wastes lot Of time

When ever a customer of the bank requires service from the bank he required moving to the bank and then he required to submit the compliant to the specified officer. The problem is written in paper and will be submitted at the bank. Then the manager will look after it and then he will take care about the customer's problems. After that the manager will enquire and allocate the problem to the specified person in that department. The person will enquire the problem and then rectifies it.

Limitations in Existing System

- ✓ Here in the existing system the customers need to visit the organization.
- ✓ The current system is very slow in access.
- ✓ The complete current system is manual system and it will not provide any kind of security to the data.

Proposed System

In the proposed system we have the following new implementations: Users of the system, Customers of the Complaint Management System. Here again any number of groups can be assumed. The complaints can be assigned to different persons and will get tracked to closure. The person handling the complaint will have the facility to communicate with the customer via emails through the system.

The proposed system is automated process of sending request through the web based system. The complaints can be sent easily by the customer from anywhere. The services are given through the system are through the email.

Advantages over Existing System

The Advantages of the proposed system are:

- ✓ .The proposed system is completely automated system
- ✓ The customers can easily access there database
- ✓ The email facility provides the customer interaction
- ✓ This also provides security for the customer information

Scope of the System

*It scope of the project is to be accessed any where in the organization . the user can enter his details
From any internet .*

Module Description

Modules Description

The complaint management system contains 5 modules

- System Admin Module
- Product Admin Module
- Product Handling Team Module
- Customer Module
- System Interface Module

1) System Admin Module

The admin can view all the team details and the all the customer details .

2) Product Admin Module

He can View Complaint details and Forward Complaint to Product Handling Team

3) Product Handling Team Module

He can Communicate with Customer and Generate Solution

4) Customer Module

He can view his Profile and Send Complaint

5) System Interface Module

It can internally Generates Complain ID

Functions

- ✓ System Admin Module
- ✓ Product Admin Module
- ✓ Product Handling Team Module
- ✓ Customer Module
- ✓ System Interface Module

AUTHENTICATION:

- ✓ Login to the system through the first page of the application
- ✓ Change the password after login to the application.
- ✓ See his/her details and change it.
- ✓ Help from the system.

Features to be implemented

- *Connection pooling*
- *Normalized database*
- *Prevention of duplication login*
- *Design patterns*
- *Three-tier architecture*
- *Maintainability*
- *Easy deployment with Ant script.*
- *Exception handling*
- *Client-side validations*

Technologies to be used

- *Web Presentation: HTML, CSS*
- *Client – side Scripting: Javascript*
- *Programming Language: Java*
- *Web based Technologies: JNDI, Servlets, JSP*

