



Customer Issue Tracking System

¹Anu V B, ²Deepika V B, ³Manjunath V B

¹ Lecturer, Department of Studies and Research in Computer Science,

² Lecturer, Department of Electronics and Communication,

³ Engineer, Department of civil Engineering.

¹Department of Studies and Research in Computer Science,

¹Davanagere University, Davanagere, India

Abstract: Customer issue tracking System is one which is responsible for providing Telephone service to the customers by registering the customers. After once customers are registered for service telephone management system must provide service such as any complaints and they also maintain status about customers complaint. These things are very tedious to maintain in manual in records for future references and removing Customers complaints after solving them are difficult and monitoring these things are also very tedious job. To overcome all these problems we are building a Solution here a Customers issue tracking system. It is novel or new method that taking a customer's complaints, registering the complaint and monitoring the complaint about the customer.

Index Terms - Customer, issue, tracking, system, complaint.

I. INTRODUCTION

Telephone Office Management System one of the Application Software which is built for the maintenance of telephone customer details. and also to allow the system analyst to enter customer information for giving telephone connection and maintaining customer records for future reference. This system also maintenance billing section from which customer bill will be collected and also allows any updating of customer information and also delete the customer information who cancel their telephone connection. The main aim is to handle complaints of telephone customers.

The Telephone Office Management System also maintains the complaint register from which we can easily know the complaints and searching of complaints by telephone id is very easy and fast. It also maintains status monitoring which consists details of complaints which are processing and information regarding already processed complaints and the remaining process complaints.

II. EXISTING SYSTEM

In this existing all transaction's such as keeping details of customers, registering the complaint are done using application software's like spread sheets which are prone to errors and time consuming. There is no facility to search the records for user defined parameters and also keeping track of complaints is also a tedious process. In the existing system the higher authority have no tools to monitor the activities of employees and keep track of complaints filed by customers.

III. PROPOSED SYSTEM

The proposed system is an web application software. Which is used to allows admin to monitor the activities of staff. And admin to view the status of complaints for different conditions. For customer to register the complaint over online. And also used to staff to register the complaint by search the customers details which in turn saves time and burden.

Advantages of using a Customer Issue Tracking System:

The system is very simple in design and to implement. The system requires very low system resources and the system will work in almost all configurations. It has got following features

- Needs less human power.
- Reduce the complexity.
- Minimize manual data entry.
- Minimum time needed for the various processing.
- Greater efficiency.
- Better service

IV. SYSTEM DESIGN

In a systems design one should be careful about considering the system in the context of the environment and not as an isolated entity. Thus one should include the interactions and relationships between the system and the environment. The main components of the system are:

- *Customers*
 - Persons who would like to get the service from the organization
- *Staff*
 - People who work for the organization and receives complaints from customers
- *admin*
 - Super user of the system, admin has more privileges than other users.
- *Complaints*
 - It includes the details of complainant and contact number of complainant
- *Complaint Status*
 - It is used to keep track of complaints progress; it is updated by the staff.

4.1 CONTEXT DIAGRAM

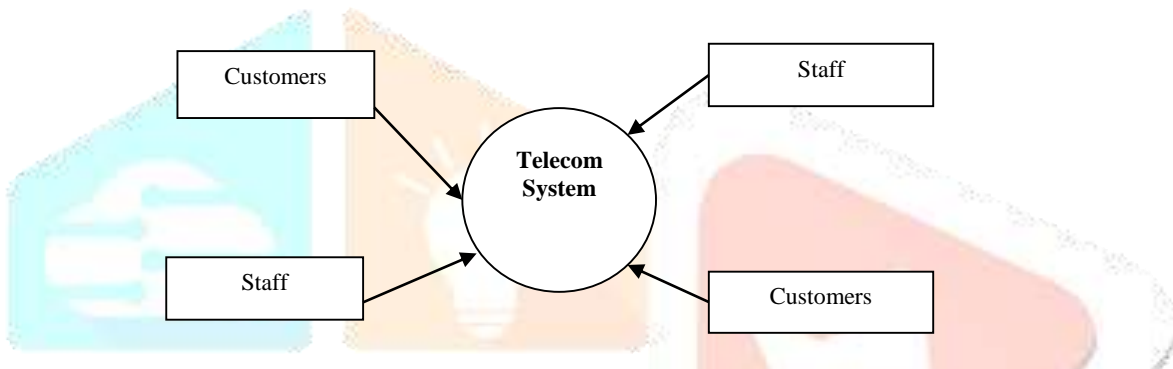


Figure 1: Context Diagram

Here a context diagram indicates that the communication link between a customers and staff. With a Telecom System.

4.2 Use Case Diagrams

A. Use Case Module of Admin

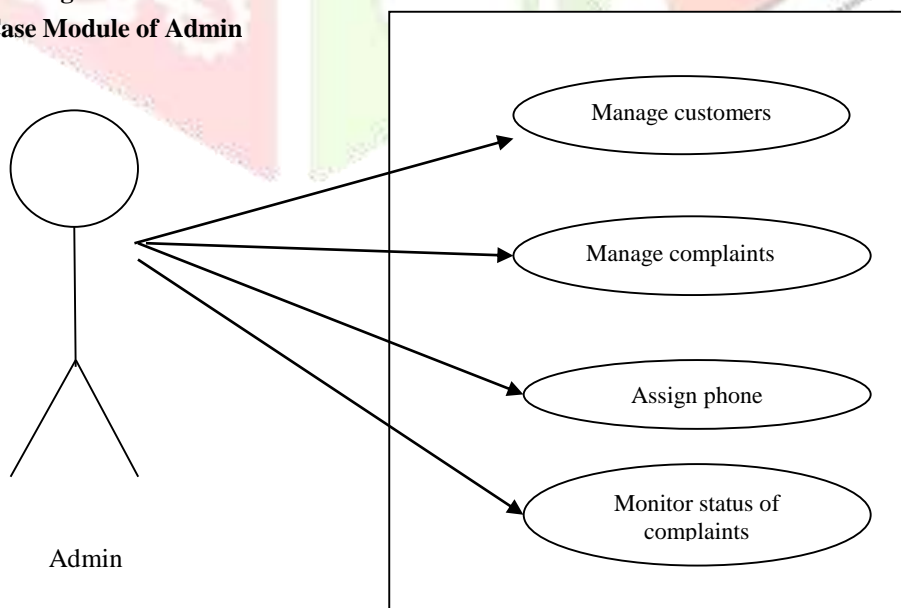


Figure 2: Admin Use Case Diagram

Here, Admin can login to the system. and he/she can Manage a customers, Manage a Complaints, and he/she can Assign a phone number, and also Monitor status of complaints.

B. Use case diagram of Staffs

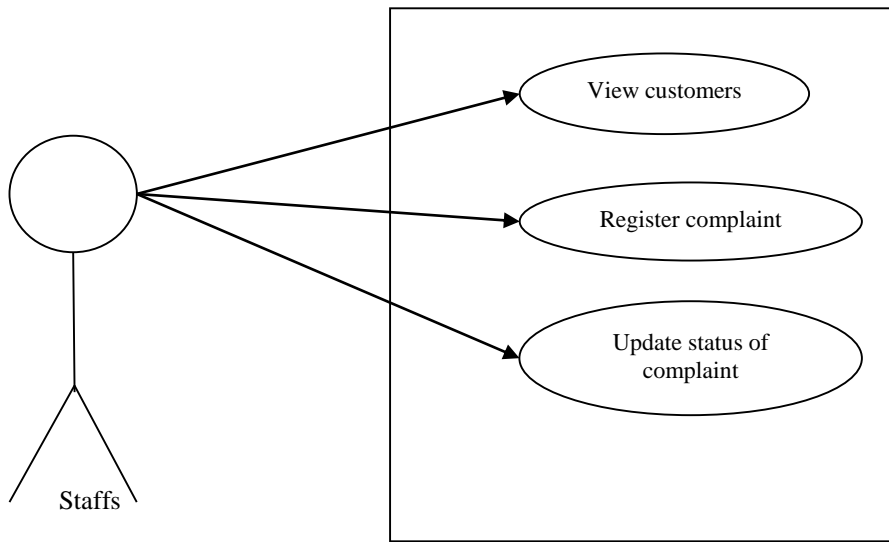


Figure 3: Staff Use Case Diagram

Here, Staff can login to the system. and he/she can view a customers, and can Register the complaint, and also he/she can Update status of compliant.

4.3 Collaboration Diagrams

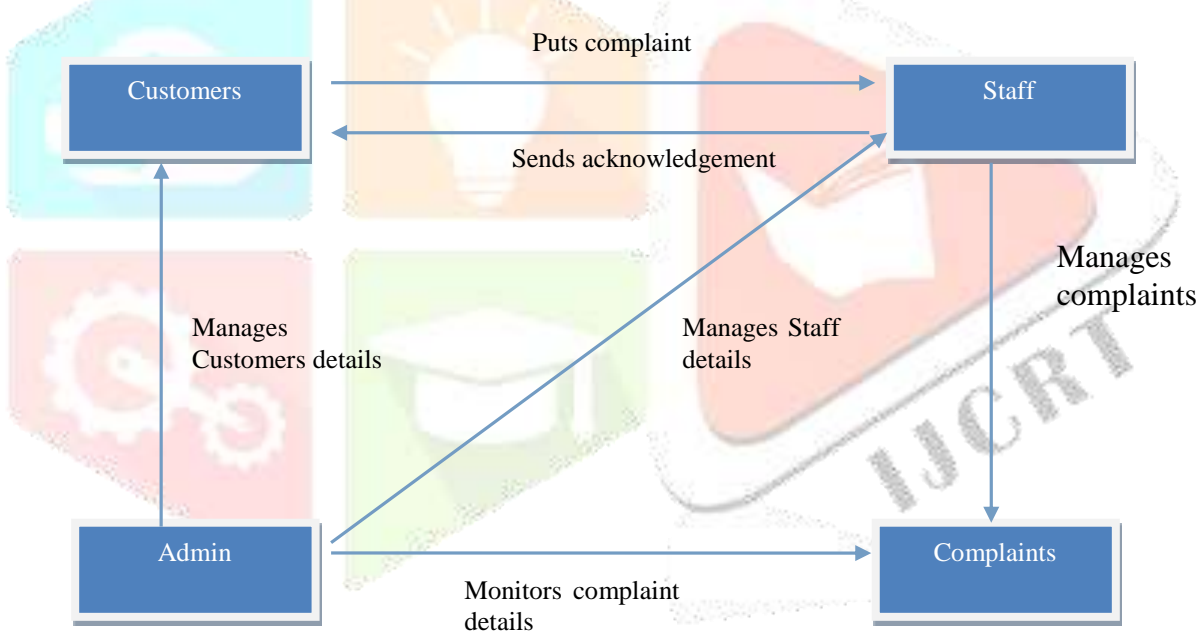


Figure 4:Collabaration Diagram

Here, an Admin can Manages Customers details, and Manages Staff details, and also he/she can Monitors Complaint Details. The Customers can Puts Complaint to a staff members and the staff members can Manages complaints. And send a acknowledgement to a customers.

4.4 Activity Diagram

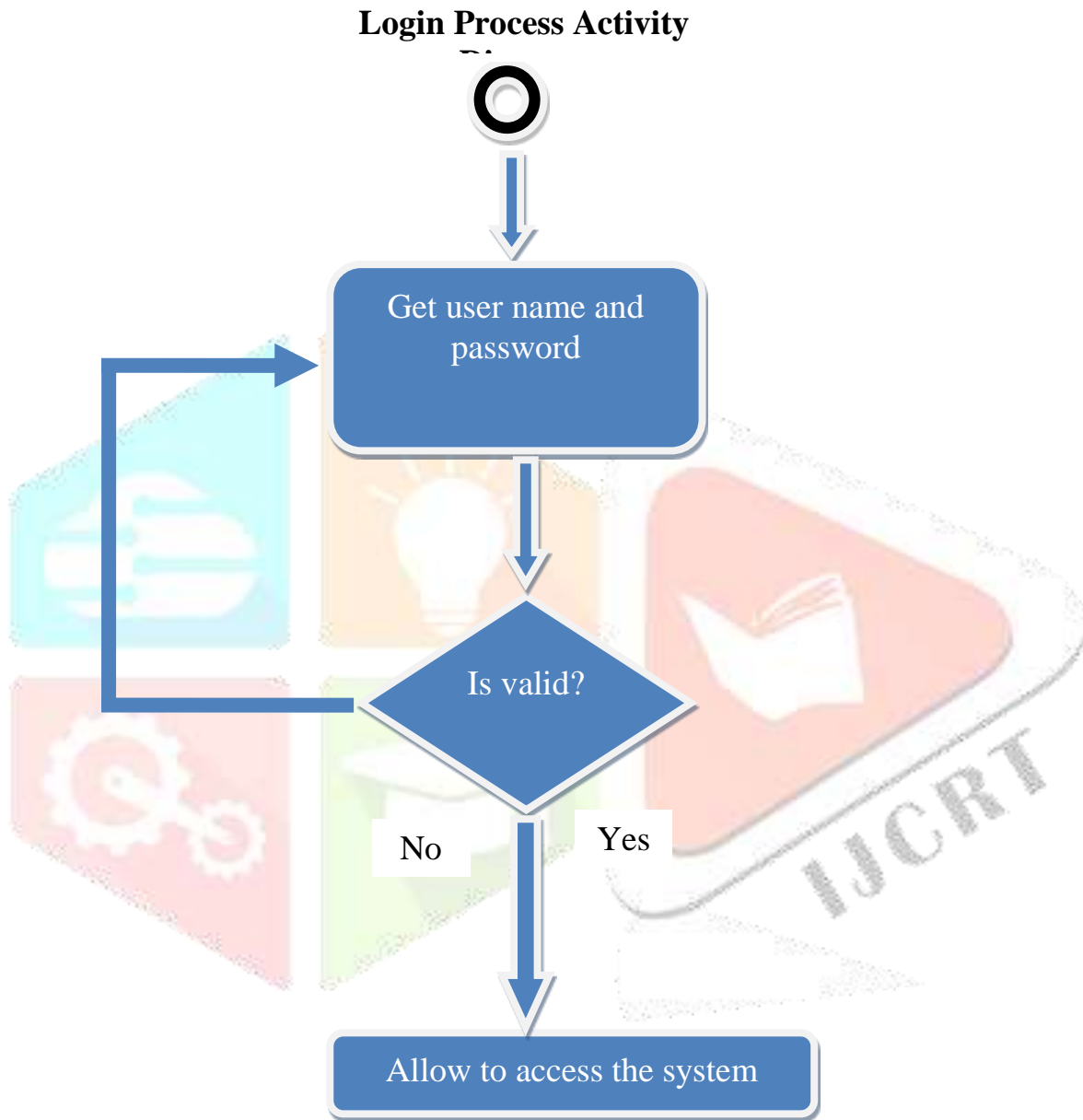


Figure 5: Activity Diagram

Here, a Login Process Activity get started through a user name and a password and if it valid username and password .it is ready to allow to the system. If in case it's a not a valid password and username means it doesn't allow to access.

4.5 E-R Diagram

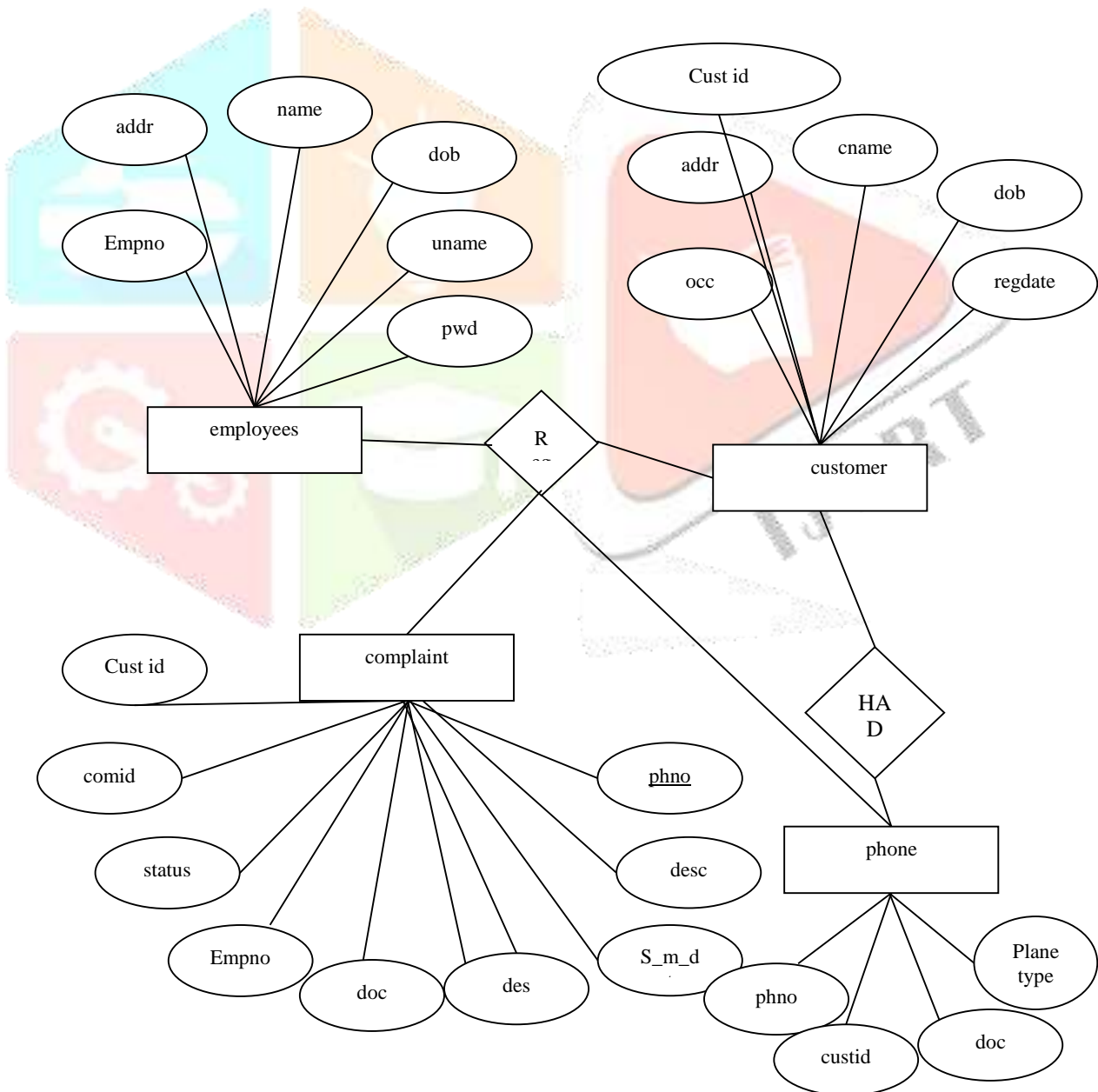


Figure 6: E-R Diagram

V. METHODOLOGY

5.1 Login Form



This Login form is used to allow employees and admin to login, here users having valid username and password are accepted.




Figure 5: Login form.

5.2 Admin Home Page form

This form is used for administrator; here he/she could add employees details, view new connections and also complaint status.

Figure 6: Admin Home Page form.

5.3 New Connection Form

Using this form an employee can update of details of customers applied for new connection.

The screenshot shows a web browser window with the URL <http://127.0.0.1:8079/teleadmin/adminhomepage.jsp>. The main content area displays a form titled "If registered user enter Customer ID here". The form has three input fields: "Phone No." with the value "989440", "Customer ID" with the value "10000000", and "Date of Connection" with the value "17-08-2008". A "SUBMIT" button is located below these fields. On the left side, there is a vertical navigation menu with the following items: "NEW CONNECTION", "ASSIGN PHONE NO", "EMPLOYEES", "VIEW COMPLAINTS", and "STATUS MONITOR".

Figure 7: New Connection form

5.4 Customer Details Form for New Connection

Using this form we can store details of customers into database.

The screenshot shows a web browser window with the URL <http://127.0.0.1:8079/teleadmin/adminhomepage.jsp>. The main content area displays a form titled "Customer Details Form for New Connection". The form contains the following fields: "Customer ID" (CE003), "Name" (DASAVARAJ), "Address" (22/3/3, NESTHILLS, BAYSHIRE), "Area Code" (10), "Email-ID" (dasavara@gmail.com), "Occupation" (TEACHER), "Date of Birth" (5 FEB 1982), "Mobile No" (9894400000), "Gender" (MALE), "Plan" (REGULAR), "Amount" (800), "Desired Username" (kiran193), "Desired Password" (*****), and "Confirm Password" (*****). A "SUBMIT" button is located at the bottom right of the form.

Figure 8: Customer Details Form for New Connection

5.5 Existing Customer New Connection form

This form is used to update details of existing customer when he/she applies for another connection.

The screenshot shows a web browser window with the URL <http://127.0.0.1:8079/teleadmin/adminhomepage.jsp>. The main content area displays a form titled "Existing Customer New Connection form". The form contains the following fields: "Customer ID" (CS001), "Name" (KIRAN), "Address" (22/3/3, NESTHILLS, BAYSHIRE), "Area Code" (10), "Occupation" (TEACHER), "Date of Birth" (05-may-1980), "Mobile no" (9844552641), "Gender" (MALE), "Select Plan" (REGULAR), and "Amount" (800). A "SUBMIT" button is located at the bottom right of the form.

Figure 9: Existing Customer New Connection form

5.5 Assigning Phone number form

Using this form we can assign phone number to customers.



Figure 10: Assigning phone number form

5.6 Employee form

This form is used to store the details of employees



Figure 11: Employee form

5.7 Complaint Details form

This form displays the details of all complaints



Figure 12: Complaint Details form

5.8 Status Monitor form

This form is used to monitor the status of complaints

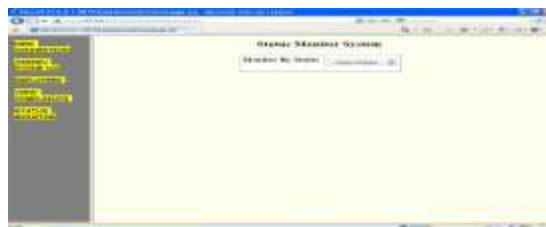


Figure 13: Status Monitor form

5.9 Status Detail form

This form display the particular status of the complaint.

Figure 14: Status Detail form

5.10 Employee Home Page

This form is used by the employee to log new complaint and to update status.



Figure 15: Employee Home page

5.11 Complaint Log form

Using this form an employee can put new complaint to database.



Figure 16: Complaint Log form

5.12 Status Update form

this form is used to update the status of complaint.



Figure 17: Status Update form

5.13 Customers Home Page

this is the home page of customers



Figure 18: Customers Home page

5.14 Contact Form

It display contact details of the office.



Figure 19: Contact form

5.14 Online Complaint log Form

This form verifies the customers to log a new complaint.

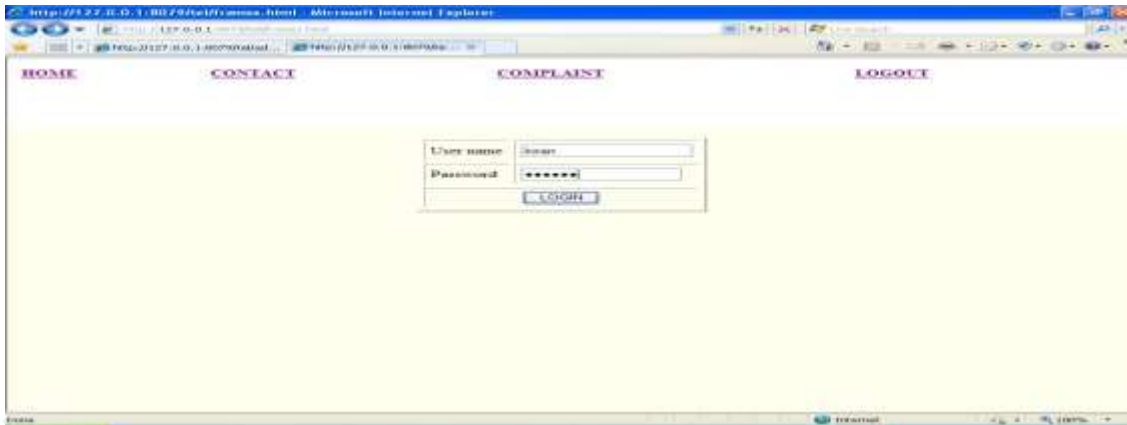


Figure 20: Online Complaint Log form

5.15 Complaint Details Form

This form is used by the customers to log their complaint details.



Figure 21: Complaint Details form

VI. Test Cases

6.1 Admin Login

Input	Result	Conclusion
1. Login type: choose from list 2. User name : user input 3. Password : user input	Either admin is allowed to access the system or an error message is displayed	Admin has to give a valid user name and password in order to access the system, if either user name or password is wrong an error message is displayed

6.2 Add new customer

Input	Result	Conclusion
1. Customer id : auto generated 2. Name : user input 3. Address: user input 4. Area Code: choose from list 5. Email id: user input 6. Occupation: user input 7. Date of Birth: choose from list 8. Mobile number: user input 9. Gender : choose from list 10. Plan : choose from list 11. Amount: auto filled 12. Username : user input 13. Password : user input 14. Confirm password : user input	This record will be saved in the customers table	Admin has rights to add new customer to data base, this customer could login to the system with the given user name and password and lodge complaint online.

6.3 Add new employee

Input	Result	Conclusion
1. Employee Id : auto generated 2. Name : user input 3. Contact number: user input 4. User name : user input 5. Password: user input	The record will be stored in the employee table	Admin has rights to create new employee, each employee will have an unique username and password with which he/she has to login to the system and register the complaints

6.4 Add new complaint

Input	Result	Conclusion
1. Complaint id : auto generated 2. Customer id: auto fetched	The record is saved in the complaints table	Staff could register the complaint of the customers, each complaint is monitored and get served periodically

3. Phone no: auto fetched			
4. Name : auto fetched			
5. Address: auto fetched			
6. Complaint: user input			

VII. CONCLUSION AND FUTURE WORK

The paper “customer issue tracking system” provides a user to easily and efficiently attempt to provide online features to transaction’s carried out in telecom sector. The operation of the proposed system is very simple scheme and also very much useful for all we have tried our best. To solve all the problems by considering maximum real time parameters hope it would full fill all the needs. As the future work mechanism can be adopted to all real time criteria, and all business rules could be considered. The proposed system is very simple in design and to implement. The system requires very low system resources and the system will work in almost all configuration and greater efficiency and reduce the complexity for a better service.

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