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Customer Issue Tracking System

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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 soft ware'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

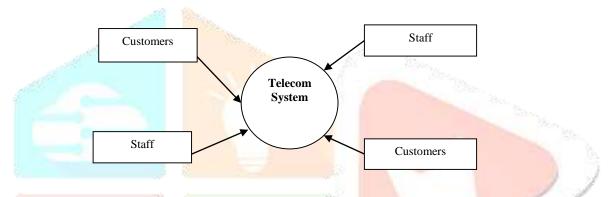


Figure 1: Context Diagram

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

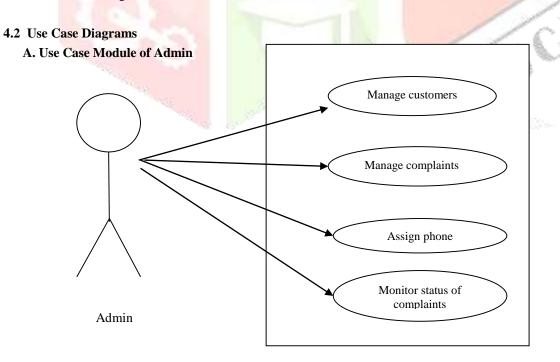


Figure 2: Admin Use Case Diagram

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

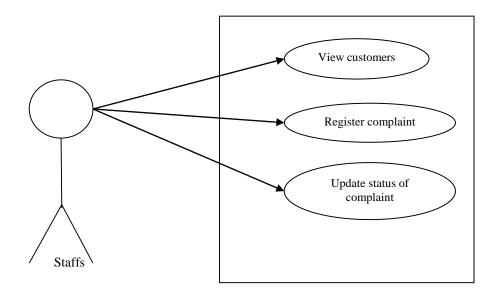


Figure 3: Staff Use Case Diagram

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 Collabaration Diagrams

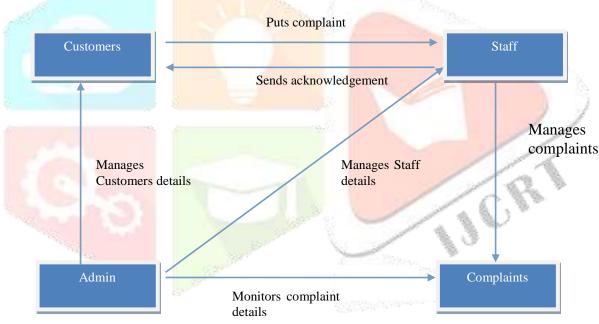


Figure 4:Collabaration Diagram

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

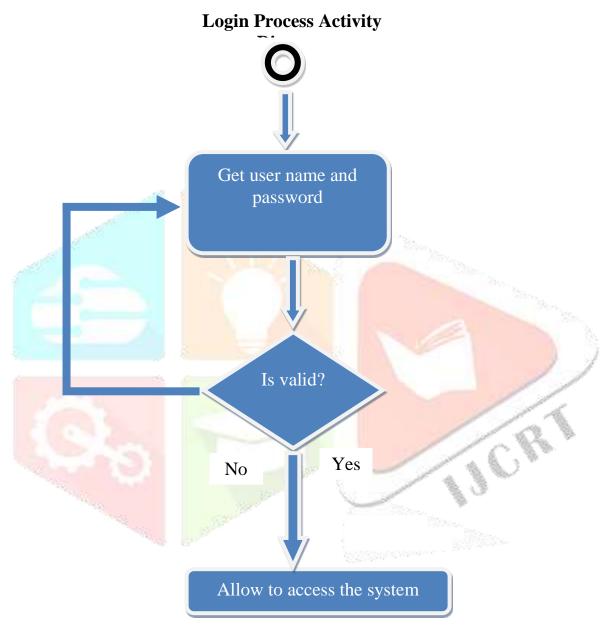


Figure 5: Activity Diagram

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

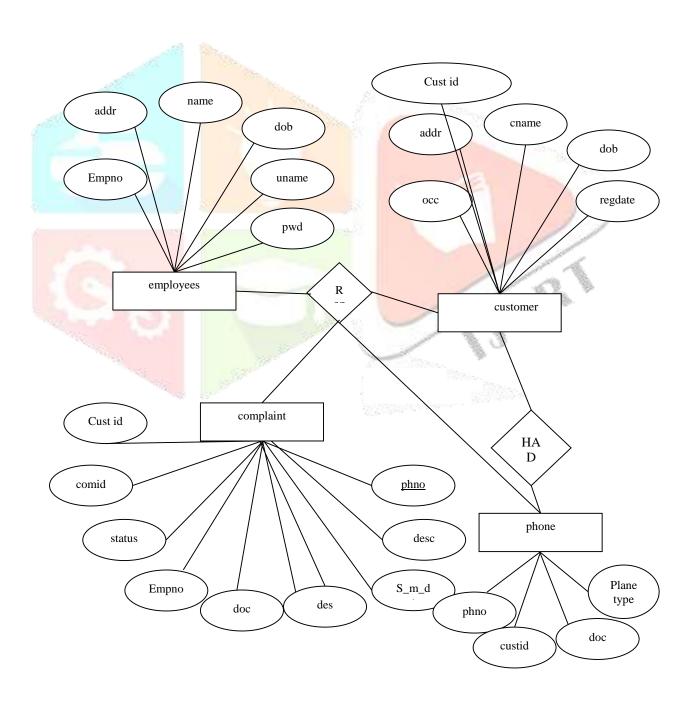


Figure 6: E-R Diagram

5.1 Login Form

METHODOLOGY



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.

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Figure 7: New Connection form

5.4 Customer Details Form for New Connection

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

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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.

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Figure 9: Existing Customer New Connection form

5.5 Assigning Phone number form

Using this form we can assign phone number to customers.

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Figure 10: Assigning phone number form

5.6 Employee form

This form is used to store the details of employees

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Figure 12: Complaint Details form

5.8 Status Monitor form

This form is used to monitor the status of complaints

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Figure 13: Status Monitor form

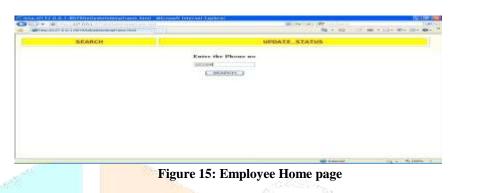
5.9 Status Detail form

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.



5.11 Complaint Log form

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

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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.

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Figure 19: Contact form

5.14 Online Complaint log Form

This form verifies the customers to log a new complaint.

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5.15 Complaint Details Form

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

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VI. Test Cases

Figure 21: Complaint Details form

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

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6.2 Add new customer

Input		Result	Conclusion
1.	Customer id : auto	This record will be saved in	Admin has rights to add new
	generated	the customers table	customer to data base, this
2.	Name : user input		customer could loin to the
3.	Address: user input		system with the given user
4.	Area Code: choose		name and password and lodge
	from list		complaint online.
5.	Emaild id: user input		
6.	Occupation: user input		
7.	Date of Birth: choose		
	from list		
8.	Mobile number: user		
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12	. Username : user input		
13	. Password : user input		
14	. Confirm password :		
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6.3 Ad	ld new	emp	loyee
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Input	1000	Result	Conclusion
1.	Employee Id : auto	The record will be stored in	Admin has rights to create
	generated	the employee table	new employee, each employee
2.	Name : user input		will have an unique username
3.	Contact number: user		and password with which
	input		he/she has to login to the
4.	User name : user input		system and register the
5.	Password: user input		complaints

6.4Add new complaint

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

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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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