

Final Year Project Report

Project Title

Customer Care Application (Master Group Of Companies)



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Session

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C-II Johar Town Lahore Pakistan

Dedication

First of all we're thankful to ALLAH Almighty that He bestowed us with His countless blessings and give an opportunity for which everyone dreamed. After ALLAH Almighty whatever we are and where we are is just because of our parents. We're still looking for words to thanks ALLAH Almighty for bestowing us with such family. We proudly dedicate this to our sincere teacher, friends and every single person who helped us to achieve this milestone. Dr. Malik Tahir Hassan and Abubakar Siddique are prominent among those people without whom we couldn't be able to complete this project.

Final Approval

Panel of Examiners

1) **Supervisor**

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Abstract

Our project, Customer Care Application includes a Desktop based Admin Panel, a Web application and an Android Application that help people in a number of complaint related tasks like submitting their product complaints, checking a complaint status and status of warranty online with ease. Registering complaints about the products they are using through our android app or website will save time and effort required by physical traveling to the concerned office. After a complaint is registered successfully, a company representative will direct the complaint to the respective department. The relevant department will then resolve that query. This system is very useful in today's busy life and aims at reducing a complainant's frustration.

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1 INTRODUCTION

1.1 Project Overview

Nowadays technology has grown up so fast that the world has become a social hub. Everyone knows what's happening around the globe. No one can deny the tremendous achievement in the field of technology in fact in every field of the world. Similarly people using internet are all around the world. Life has become so fast that almost every person is doing his/her daily routine task online. Online system has provided many benefits to people. Our CUSTOMER CARE APPLICATION is also something like that. Nowadays complaint system is emerging among people.

CUSTOMER CARE APPLICATION is a platform where people can submit complaint, check complaint status and Warranty Check of their own product online. Then Company Representative will forward their complaint to specific department and that department will deal with respective person. It is a feasible choice for the people who want to register complaint and save their precious time. People who face's different issues related to their own product can submit complaint online easily.