Online Customer care and Service Center

Abstract/Synopsis

Online Customer Care and Service Center is a web-based application developed using PHP programming language. With a platform of a typical “service center”, this system provides online technical services to its customers on a 24×7 basis. The whole process involves writing large volume of data in registers and preparing several reports daily. This ‘Call Center cum Service Center’ manages all the online queries, all the records of their customers, service details as well as provides technical support.

The basic services include CCTV camera service, Water purifiers, Air conditioners, UPS etc.,. It also maintains database of, details of their customers, and many more. Online Customer Care and Service Center application is developed to automate all the office activities of a typical service center.

The main objective of this Online Customer Care and Service Center software is to develop an information system to store, maintain, update and process data relating to the shop. It will prepare various reports to aid in smooth and speedy functioning of ‘Service Center’ activities.