

E-complaint analysis in the customer complaint management system

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-Abstract –

Python is used for the Complaint Management System project. Python scripts are present in the main execution project file. This solution is built on a straightforward console portal and is very simple to use and comprehend. A fundamental feature of the complaint management system is the ability to add complaints and view existing complaint lists. The project does not include a login option. This implies that he (or she) may make use of the features readily and without any limitations. He (or she) can readily add and enter complaints of specifics in this straightforward system. Customers must provide their full names, choose their gender, and provide complaints with the date, address, and phone number on any subject they want. A preconfigured database contains all of the complaints that have been submitted, and the

Key Words: Complaint Management System, Complaints, Retrieved, Customer, Administrator, Python.

1 INTRODUCTION

A complaint Management system is a set of procedures to address complaints and resolve disputes. Complaint Management System in the US has undergone several innovations especially since about 1970 with the advent of extensive workplace regulation. The customers may have complaints. They will be given an customer id for each customer, when they have a complaint to register. The customer id will get converted to complaints and get assigned to the persons. The complaints can be assigned to different persons and to check their compliant status.

The customer registers complaints and can check the progress of their complaint that it is rectified or not.

The complaints can be retrieved if needed in the future. The core objective of Complaint Management system is to focal point on the issues related to interior system. Complaint Management system is a platform independent web-based application, so this can be accessed anywhere. This is also urbanized for reduces, the contact cost between the staffs and to offer the resourceful service to their staffs. The system need to provide the services to the user(customer) who is accessing this system from the collected information and this system gathering Registration about the issues to provide services.



The Complaint Management system is web-based application and it is designed to keep progress of their complaints registered, so this system need to have distributed platform independent web application.

The GUI methods, tkinter are most commonly used method.

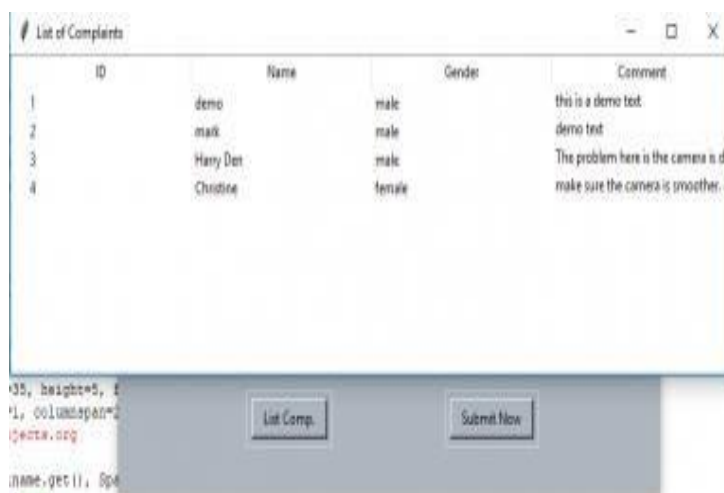
It is a Python interface to the Tk GUI tool-kit shipped with Python. Python with tkinter outputs the fastest and also easiest way to create the GUI applications. Creating a GUI using tkinter is an easy job.

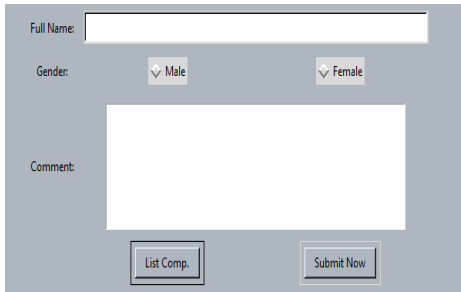
➤ **Advantages:-**

- encrusted advance: - The layered approach used in designing Tkinter gives Tkinter all of the advantages of the TK library. Therefore, creating Tkinter innate from the benefits of a GUI tool-kit. This makes in the early hours versions of Tkinter alot more steady and consistent than if it had been rewritten from scratch.
- ease of access: - Learning Tkinter is very intuitive, and therefore quick and painless. The Tkinter execution hides the in depth and complex calls in simple, innate methods. This is a prolongation of the Python way of idea, since the verbal communication excels at rapidly structure prototypes. It is as a result predictable that its chosen GUI files be implemented using the same advance.

➤ **Disadvantages:-**

- Sometimes rigid to fix in that Tkinter widgets at their core aren't python stuff; tkinter provides a





wrapping around the real tk widgets which Sometimes means you get weird mistake messages.

2. Existing System

The people must go to the office for any kind of help. The users can place their harms but cannot get the facts of the harms and a little other services. This system doesn't have much reputation and is not user gracious.



❖ Disadvantages:-

- Person energy reduces by going to complaint office.
- Complaints given by customer are ignored.
- Progress cannot be checked.
- No future retrievals.

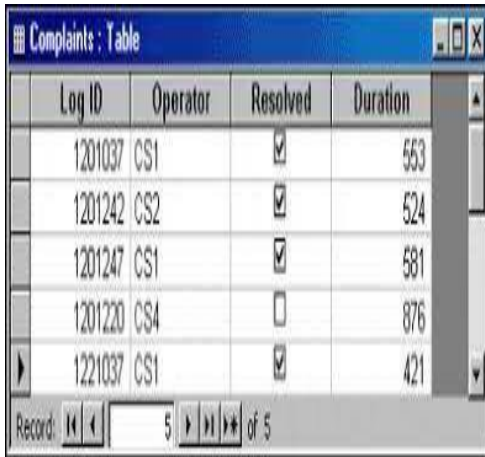
3. Proposed System

Complaint Management System provides a way of solving the problems faced by the public by saving time and eradicate corruption, and The ability of providing many of the reports on the system, and add to smooth the progress of the procedure of

submitting a complaint.

❖ **Advantages:-**

- Retrievals can be done in future from database.
- Progress can be checked in the portal.
- Complaints given cannot be deleted.



Log ID	Operator	Resolved	Duration
1201037	CS1	<input checked="" type="checkbox"/>	553
1201242	CS2	<input checked="" type="checkbox"/>	524
1201247	CS1	<input checked="" type="checkbox"/>	581
1201220	CS4	<input type="checkbox"/>	876
1221037	CS1	<input checked="" type="checkbox"/>	421

- This can be opened from anywhere.

4. ARCHITECTURE

- Customer registers with his/her complaint into portal.
- The administrator deals with the complaints which are registered and which are not solved.
- The administrator updates the solved or not solved complaints and follow-up the technician who does these complaints out of office.

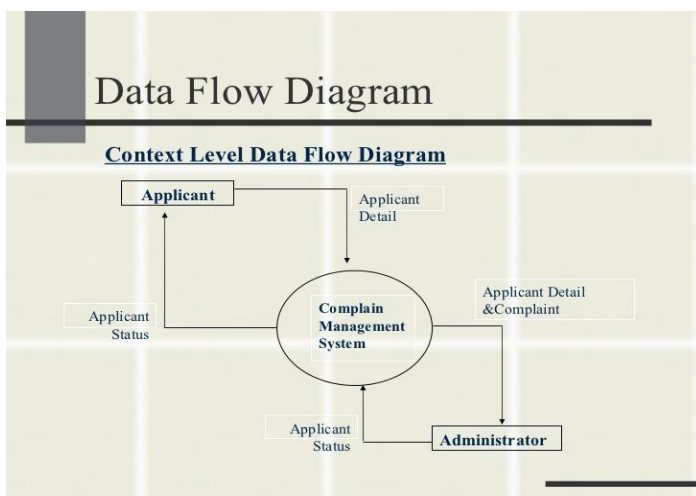


Fig -1: diagram flow chart

The complaint process is done as follows,

- Submission of the complaint by customers is checked progressively and updated by the administrator.
- The administrator has checked and follow-up the customer’s complaints are checked by the customers.
- The office work or out-of-office work is done by the technician to work on customers complaints easily.
- Finally, resolved or not is the update.

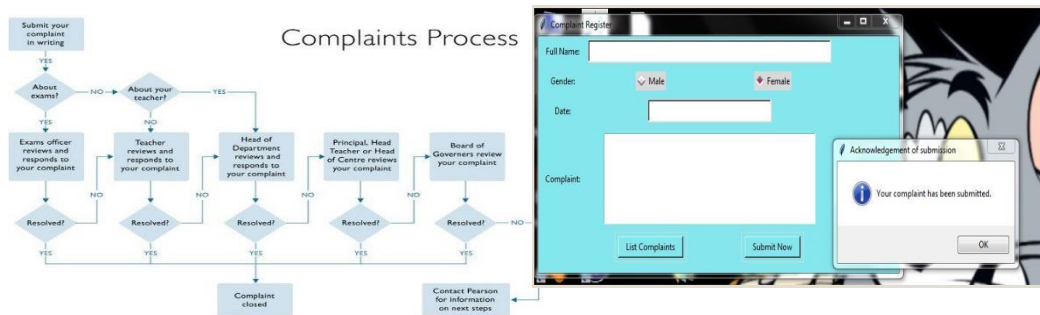


Fig -2: Complaint process

5 CONCLUSIONS

The Complaint Management System as a web-based application. The results obtained from the implementation are encouraging and promising for the development or more complex systems in the future as the Complaints Management is a complex and critical problem.

Complaints are valuable source of information that organizations can use to improve program. Diligence leaders will need to build up well-organized solutions or face the lofty expenses innate in failed technology implementations and fragile customer relations. The preferred substitute is a customer-focused complaints management result that works. Finally, the Complaint Management System is easily used by everyone. Effective usage and opened from anywhere to check for updates.

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