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Transport System For Modern Customers

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INTRODUCTION

This Project enables customers to submit trouble tickets via a browser or through email. It automates several key workflow tasks such as case routing, acknowledging requester/support rep notifications and handling of SLA rules.

The project titled Transport Service

Management User Management and E-Mail" is an integrated approach to identifying, acquiring, and retaining customers. By enabling organizations to manage and co-ordinate customer interactions across multiple channels, departments, lines of business, and geographies, CRM helps organizations maximize the value of every customer interaction and drive superior corporate performance.

Today's organizations must manage customer interactions across multiple communications channels-including the Web, call centers, field sales, and dealers partner networks. Many organizations also have multiple lines of business with mark overlapping customers. The challenge is to make it easy for customers to do business with the organization any way they want-at any time, through any channel, in any language or currency- and to make customers feel that they are dealing with a single, unified organization that recognizes them at every touch point.

The Customer Relationship Management - User Management and consist of functions like Organizational Management, Customer Management, and Employee Management with Administrator, Customer Logins, Employee Logins, a E-Mail module which consist of Mail Service with Inbox, Compose Mails and Viewing sent items.

SYSTEM ANALYSIS

As in any other system development model, system analysis is the first phase of development in case of Object Modeling too. In this phase, the developer interacts with the user of the system to find out the user requirements and analyses the system to understand the functioning.

Based on this system study, the analyst prepares a model of the desired system. This model is purely based on what the system is required to do. At this stage the implementation details are not taken care of. Only the model of the system is prepared based on the idea that the system is made up of a set of interacting objects. The important elements of the system are emphasized.

EXISTING SYSTEM:

The existing system is manual in nature where all the details about the customer relationship is maintained offline and the information is not easily transmitted. Hence the application is not robust. Here time will be consumed and searching for particular information is not done fast and accurately.

DISADVANTAGES:

1. The existing system is time consuming
2. The existing system is offline and it is not secured

PROPOSED SYSTEM:

The customer query management system is an enterprise system, which means that it spans multiple departments. Virtually all departments within a corporation have at least some indirect access to customers, or customer information; the goal of CRM is to collect that information in a central repository, analyze it, and make it available to all departments. For example, a company's call center may have a "screen pop," a small application that is connected to the phone system. This application, which is a type of CRM, automatically senses who is calling, and by the time the agent answers the phone, produces a screen on the computer that lists important information about the caller, such as what they have purchased in the past, what they are likely to buy in the future, and what products the company may have available that would go well with what the customer has already bought. This "screen pop" is made up of several bits of information from different databases; it may draw on information from the accounting department to show the agent what their current balance may be; it may draw on information from the sales department to show what has been purchased recently, and it may draw on information from the credit department to show the agent what terms can be offered.

ADVANTAGES:

1. The application is robust and secured
2. The application is online hence it is distributed
3. The application is fast and reliable.

MODULES:

1. **Customer:** The customer module gives the details information of the customers who are taking the service from the company. The information like there personal information, name, EmailID,

Address, Profession, place. These all the information is needed for the company to do some work for them.

2. **Query:** The query module is used to ask the questions to the company regarding the service the customers are getting. This is the most important module in the application here the customers can verify any of the problem they are facing while utilizing the services

3. **Solutions:** The company can provide the solutions of the customers who have asked the questions. The solution module works as the service provider to the customers, hence customer satisfaction is achieved.

4. **Services:** Here the service given to the customers by the company is listed which is best of giving information.

SYSTEM DESIGN

System Design is the next development stage where the overall architecture of the desired system is decided. The system is organized as a set of sub systems interacting with each other. While designing the system as a set of interacting subsystems, the analyst takes care of specifications as observed in system analysis as well as what is required out of the new system by the end user.

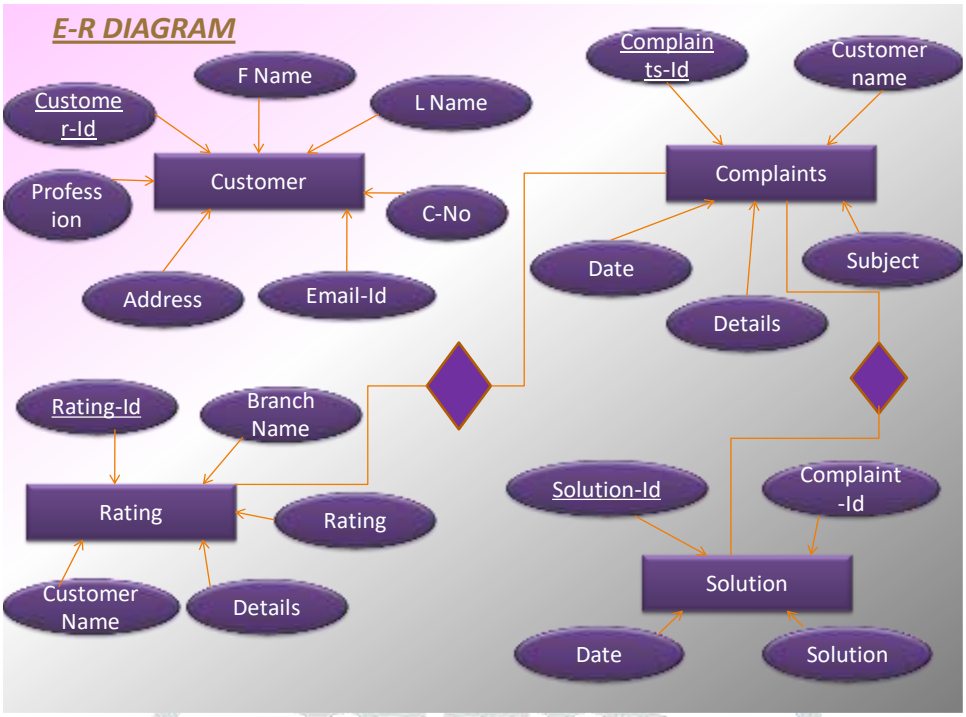
As the basic philosophy of Object-Oriented method of system analysis is to perceive the system as a set of interacting objects, a bigger system may also be seen as a set of interacting smaller subsystems that in turn are composed of a set of interacting objects. While designing the system, the stress lies on the objects comprising the system and not on the processes being carried out in the system as in the case of traditional Waterfall Model where the processes form the important part of the system.

E R DIAGRAM

A data-flow diagram (DFD) is a graphical representation of the "flow" of data through an information system. DFDs can also be used for the visualization of data processing (structured design).

On a DFD, data items flow from an external data source or an internal data store to an internal data store or an external data sink, via an internal process.

A DFD provides no information about the the timing or ordering of processes, or about whether processes will operate in sequence or in parallel. It is therefore quite different from a flowchart, which shows the flow of control through an algorithm, allowing a reader to determine what operations will be performed, in what order, and under what circumstances, but not what kinds of data will be input to and output from the system, nor where the data will come from and go to, nor where the data will be stored (all of which are shown


E-R DIAGRAM
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Date
Subject
Details
Rating-Id
Branch Name
Rating
Rating
Customer Name
Details
Solution-Id
Complaint -Id
Solution
Date
Solution


CLASS DIAGRAM
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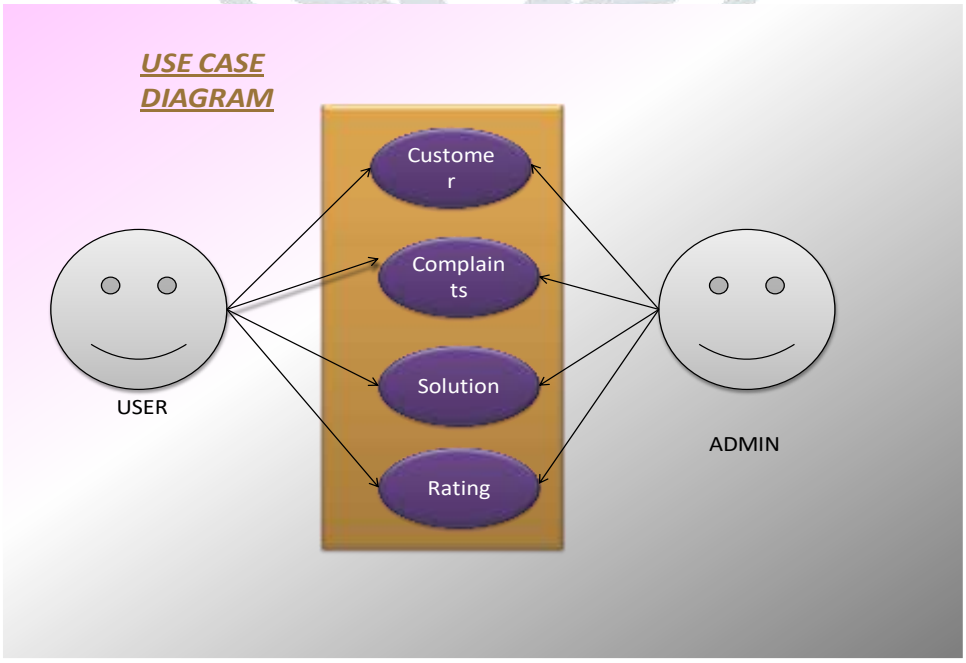
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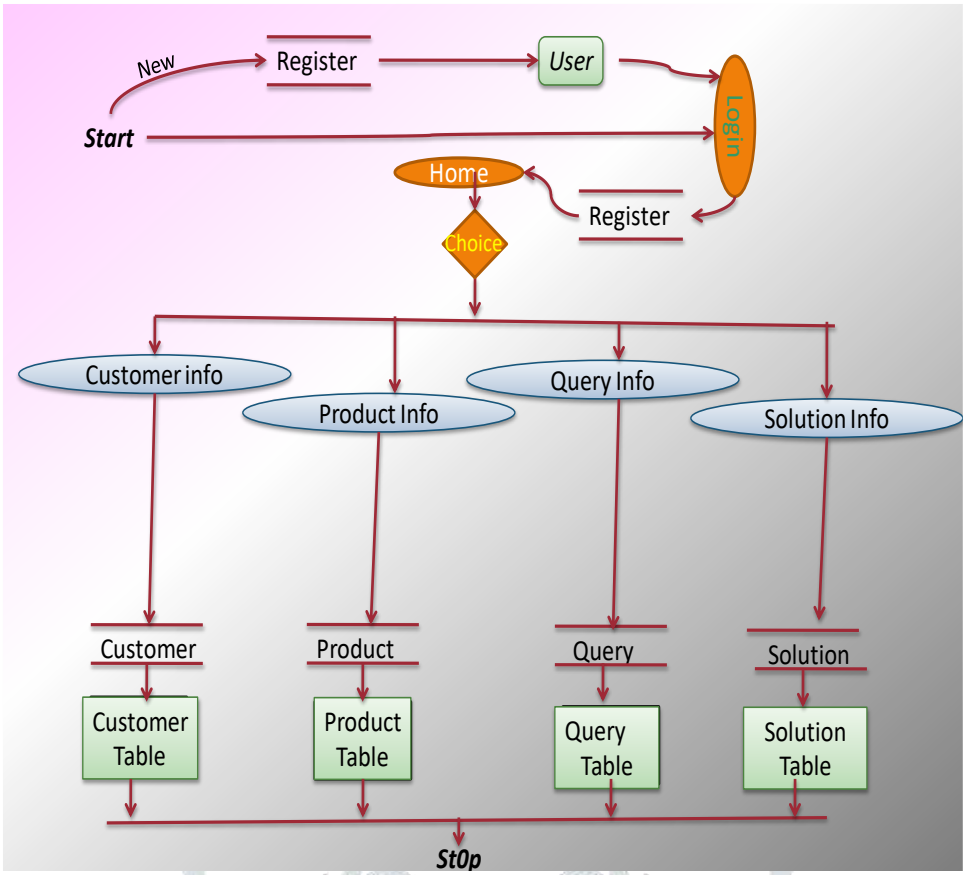
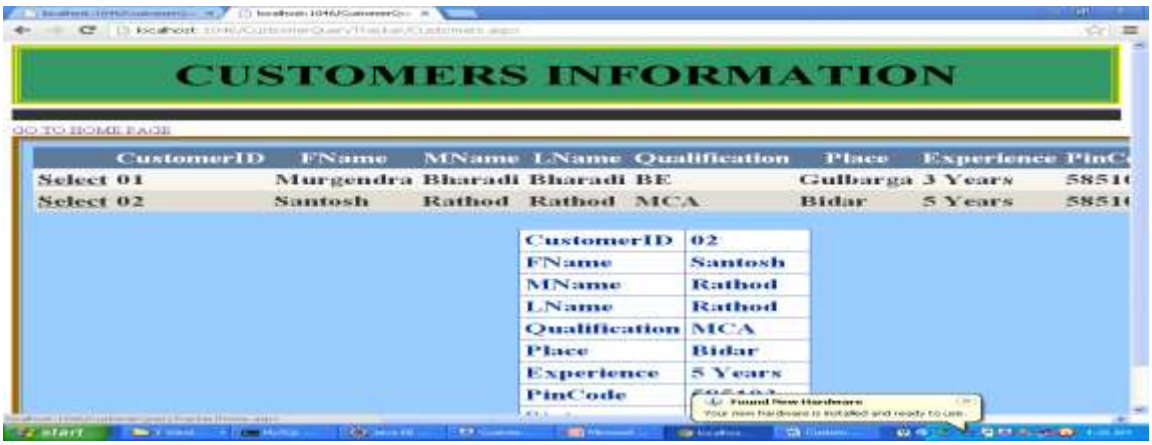


OUTPUT

SCREEN SHOTS


CUSTOMERS INFORMATION
GO TO HOME PAGE
CustomerID FName MName LName Qualification Place Experience PinC
Select 01 Murgendra Bharadi Bharadi BE Gulbarga 3 Years 5851
Select 02 Santosh Rathod Rathod MCA Bidar 5 Years 5851
CustomerID 02
FName Santosh
MName Rathod
LName Rathod
Qualification MCA
Place Bidar
Experience 5 Years
PinCode


COMPLAINT FROM CUSTOMER
GO TO HOME PAGE
ComplaintID 0007
CustomerID 00076
Query Monitor
Details Having Monitor Problem
Date 2/3/2013
Submit
Label


PRODUCT DETAILS
ProductID ProductName Specification Details PriceDetails Warrenty
Select 1001 Sony TV Nice Crystal display Nice TV 23000 2 Years
ProductID 1001
ProductName Sony TV
Specification Nice Crystal display
Details Nice TV
PriceDetails 23000


SOLUTIONS INFORMATION
SolutionID QueryID Solution Details Date1 BranchName
Select 1001 1001 Change the display U need to change the display 2/5/2011 Glb
SolutionID 1001
QueryID 1001
Solution Change the display
Details U need to change the


WEL COME TO LOGIN
Log In
User Name:
Password:
Remember me next time.
Log In
New User


CUSTOMERS INFORMATION
CustomerID FName MName LName Qualification Place Exper
Edit Delete Select 01 Murgendra Bharadi Bharadi BE Gulbarga 3 Yea
Edit Delete Select 02 Santosh Rathod Rathod MCA Bidar 5 Yea
CustomerID 02
FName Santosh
MName Rathod
LName Rathod
Qualification MCA
Place Bidar
Experience 5 Years
PinCode 585103

CONCLUSION

The application helps the customer to solve the query at any time and from anywhere and they can get the latest updates, and help from the service provider. The application is web based and allows the multiple users to use the application at one time.

The customer query management system is an enterprise system, which means that it spans multiple departments. Virtually all departments within a corporation have at least some indirect access to customers, or customer information; the goal of CRM is to collect that information in a central repository, analyze it, and make it available to all departments. For example, a company's call center may have a "screen pop," a small application that is connected to the phone system. This application, which is a type of CRM, automatically

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