

Customer Request Management System

A
PROJECT REPORT
ON

Customer Request
Management System

SUBMITTED TO
VIVEKANAND COLLEGE, KOLHAPUR (AUTONOMOUS)

FOR THE AWARD OF
Bachelor Of Computer Application
BCA-III (SEM VI)

SUBMITTED BY
Mr. Shreyash Shivaji Ghodake
Mr. Jaykumar Dipak Galange

UNDER THE GUIDANCE OF
Miss. S. S. Kagale

THROUGH
VIVEKANAND COLLEGE, KOLHAPUR
2022-23

VIVEKANAND COLLEGE, KOLHAPUR (Autonomous)



CERTIFICATE

This is to certify that,

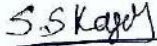
Mr. Shreyash Shivaji Ghodake

Mr. Jaykumar Dipak Galange

B.C.A-III (SEM-VI) has submitted this project entitled [Customer Request Management System](#) for the present semester. This project is carried out under my guidance and supervision. Best of my knowledge, this is their original work and has not been presented earlier

Place: Kolhapur


Date: 31/03/2023



Miss. S. S. Kagale

(Guide)

Examiner:

1) 


Mr. V. B. Pujari

HEAD
(HOD)
DEPARTMENT OF B. C. A.
VIVEKANAND COLLEGE, KOLHAPUR
(AUTONOMOUS)

DECLARATION

DECLARATION

We undersigned hereby declare that this report entitled [Customer Request Management System](#) is our original work prepared under the guidance of Miss. S. S. Kagale.

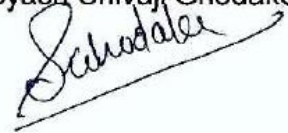
In this project, reports are based on the data collected by our self. We declare that, we have referred the books given in references for certain of the project work and have not copied any written material. We understand that any such copy is liable to be punished in any way, the college authorities deemed to fit.

Place: Kolhapur

Date: 31/03/2023

Yours faithfully,

Mr. Shreyash Shivaji Ghodake



Mr. Jaykumar Dipak Galange



ACKNOWLEDGEMENT

ACKNOWLEDGEMENT

It is our great pleasure that we submitted the project entitled [Customer Request Management System](#) we thankfully acknowledged the endless help and support that we have obtained from Mr. S. S. Kale (Co-ordinator Dept. of BCA) from the stage the project was conceived. The journey of this project was possible due to our project guide Miss. S. S. Kagale for giving us valuable guidance for the completion of the project.

Last but not least, we would like to express our sincere gratitude to those who have helped directly or indirectly in our project.

Place: Kolhapur



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ate: 15/03/2023

TO WHOM IT MAY CONCERN

We are pleased to accept your request told by students and provide permission for doing project at our concern for Mr. Shreyash Shivaji Ghodake and Mr. Jaykumar Dipak Galange, students of Vivekanand College Kolhapur. We are glad that they were came here and collected the information and work on their project for the period from 15th Feb 2023 to 28th Feb 2023. I hope that the information that is we provided, are very useful to you for your project work.

Thank you for visiting.

With best wishes.

Name: Mr. Neha Aiwale
(Co-Ordinator)

Sign:



www.techcompcare.com

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INTRODUCTION

INTRODUCTION

This work is a development of a simple yet effective system to manage the incoming work/service requests in Compcare Computer Center. The project created will serve as a Customer Request Management System within an enterprise environment. The system will be primarily used to create, respond to and regulate service requests through the customer's employees and service provider.

The system will also enable employees/users to service request allocation for other employees. For example, if a customer's employee faces any technical issues then the concerned person will register the case through call/mail, then call co-ordinator within internal organization will note down and assign it to engineer then he visits the customer's place and resolve the issue. Once the problem is verified to be resolved, the request would be completed.

The created system will act as a portal where the internal users would be able to store data of service requests, track the status of the requests, take necessary follow up actions and also provide feedback regarding the requests. It is error free, secure, reliable and fast management system.

EXISTING SYSTEM

In the existing system all the work are done manually. This results in difficulty for the operators who handle the case request information. The current system is that all the records starting from getting the case request to completion of request are maintained manually which results in difficulty. Due to such difficulty sometimes, some of the data may also get misplaced by engineers.

The drawback of the existing system is that it is very difficult to retrieve data from engineers as it was done on papers and sometimes it is misplaced. It is difficult for call coordinator to handle the whole systems manually and to store data in case files for future references, because it may not available in proper format due to some reasons. Moreover, it is very difficult to retrieve data. Insufficient data may lead to inconsistency. That will create impact on the quality of service provided by the Compicare Computer Centre. Thus, the existing system is time consuming and not able to store and get the case data whenever required by management.

NEED AND SCOPE OF THE SYSTEM

- Today, the primary aim of organization is growth of revenue generation along with reduction of the capital costs being a high priority. Improving the level of satisfaction of customers and reducing the costs incurred for the operations have now become significantly critical for organizations. Reducing unnecessary paper work and bureaucracy for carrying out operations aid the organizations to increase and boost their productivity.
- More, this is where an effective Case Request Management System becomes important to organization. Meeting the customer service requests plays a critical role in providing the necessary service to end-users with many companies realizing they need to formalize the request process. economical and safer means of storing and keeping track of information. Easier access to information, as well as more accurate and faster results.

PROPOSED SYSTEM

OBJECTIVES

- To promote level of customer satisfaction.
- To articulate and route requests accurately and appropriately.
- Case requests are properly logged and populated.
- Case request status is accurately reported
- The objective of a project in C#.NET would be to develop a computerized system to manage and organize the operations of a Compcare Computer Center.
- The goal of the system would be to improve the efficiency and effectiveness of case request operations, and to help ensure the quality service of Compcare Computer Center.
- To ensure that all aspects of the windows application (e.g. design, features, functionality)are compatible with any computer system.

REQUIREMENT GATHERING

The most important part is to gather the correct information for developing Customer Request Management

Observation:

On site observation means observing the format of how the case records are saved, How current process is running and what is scope of improvement.

Purpose:

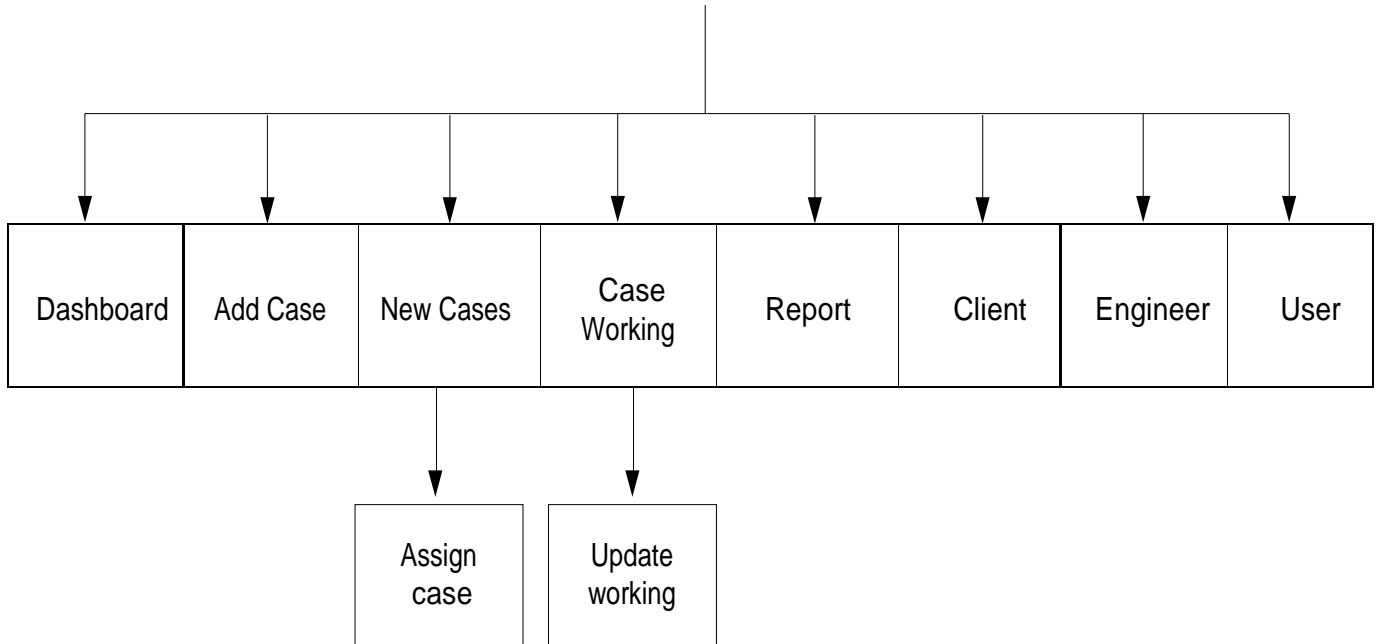
The main purpose of our application is to provide best solution to maintain case data to the company.

Scope:

Overall brief view of Case Request Management application is to provide all information about service provided by the Compcare Computer Centre to their customers.

SYSTEM ANALYSIS

SITE MAP



TECHNOLOGY USED

1.C#

C# is a general object-oriented programming (OOP) language for networking and Web development. C# is specified as a common language infrastructure (CLI) language.

In January 1999, Dutch software engineer Anders Hejlsberg formed a team to develop C# as a complement to Microsoft's NET framework. Initially, C# was developed as C- Like Object Oriented Language (Cool). The actual name was changed to avert potential trademark issues. In January 2000, NET was released as C#. Its NET framework promotes multiple web technologies. The term is sometimes spelled as C Sharp or C-Sharp.

The term's # character derives its name from the musical sharp key, which denotes a one semitone pitch increase. C# is pronounced "see sharp."

C# improved and updated many C and C++ features, including the following:

C# has a strict Boolean data variable type, such as bool, whereas C++ bool variable types may be returned as integers or pointers to avoid common programming errors.

C# automatically manages inaccessible object memory using a garbage collector, which eliminates developer concerns and memory leaks.

C# type is safer than C++ and has safe default conversions only (for example, integer widening), which are implemented during compile or runtime.

No implicit conversions between Booleans, enumeration members and integers (other than 0) may be converted to an enumerated type. User-defined conversions must be specified as explicit or implicit, versus the C++ default implicit conversion operators and copy constructors.

C# Features

1. Simple
2. Modern programming language
3. Object oriented
4. Type safe
5. Interoperability
6. Scalable and Updateable
7. Component oriented
8. Structured programming language
9. Rich Library
10. Fast speed

2.ADO.NET:

ADO.NET is a set of classes (a framework) to interact with data sources such as databases and XML files. ADO is the acronym for ActiveX Data Objects. It allows us to connect to underlying data or databases. It has classes and methods to retrieve and manipulate data.

The following are a few of the .NET applications that use ADO.NET to connect to a database, execute commands and retrieve data from the database.

- ASP.NET Web Applications
- Console Applications
- Windows Applications

There are the following two types of connection architectures:

1. **Connected architecture:** The application remains connected with the database throughout the processing.
2. **Disconnected architecture:** The application automatically connects/disconnects during the processing. The application uses temporary data on the application side called a Data Set.

3. MS-SQL Server:

Microsoft SQL Server is a relational database management system developed by Microsoft. As a database server, it is a software product with the primary function of storing and retrieving data as requested by other software applications—which may run either on the same computer or on another computer across a network (including the Internet).

Microsoft markets at least a dozen different editions of Microsoft SQL Server, aimed at different audiences and for workloads ranging from small single-machine applications to large Internet-facing applications with many concurrent users. The history of Microsoft SQL Server begins with the first Microsoft SQL Server product— SQL Server 1.0, a 16-bit server for the OS/2 operating system in 1989 - and extends to the current day.

Features of MS-SQL Server:

- Cross-platform support
- Triggers
- Cursors
- Updatable views
- Online Data Definition Language (DDL)
- Information schema
- Query caching

IMPLEMENTATION

IMPLEMENTATION

Hardware Requirements:-

Hardware interface describe the logical and physical characteristics of each interface between the software product and the hardware components of the system.

Device name	:-	hp
Processor	:-	11th Gen Intel(R) Core(TM) i5-11300H @ 3.10GHz
Installed RAM	:-	8.00 GB (7.75 GB usable)
System type	:-	64-bit operating system, x64-based processor
Pen and touch	:-	No pen or touch input is available for this display

Software Requirements:-

Software interface describe the connections between this product and other specific software components (name and versions), including database, operating system. Tools, integrated commercial components. It describes the service and the natural communications.

Operating System: Windows 10 Above

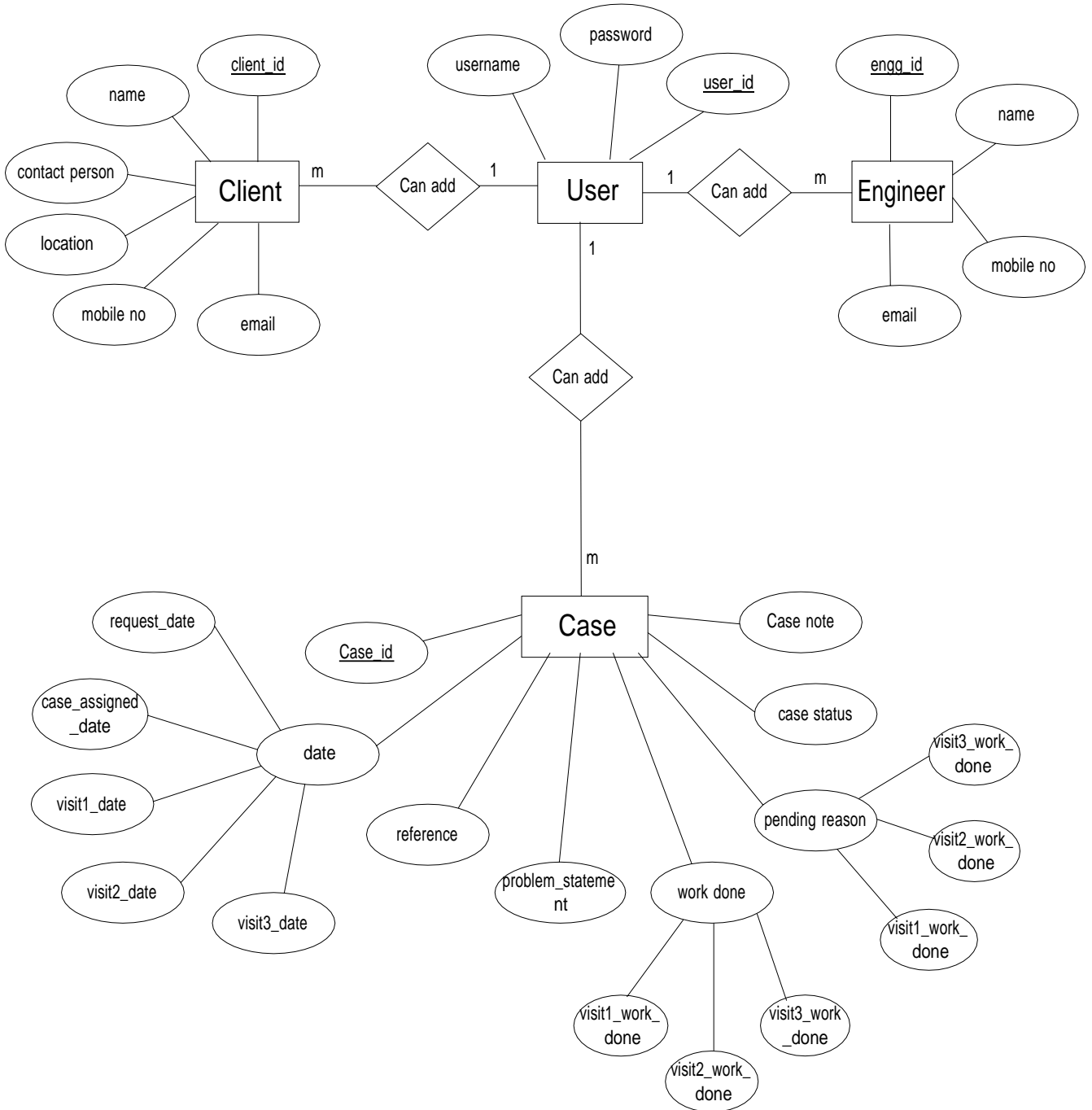
Front-End Design:

Microsoft Visual Studio 2022

Back-End Design:

Microsoft SQL Server Management Studio 2019

Entity Relationship Diagram (ERD)



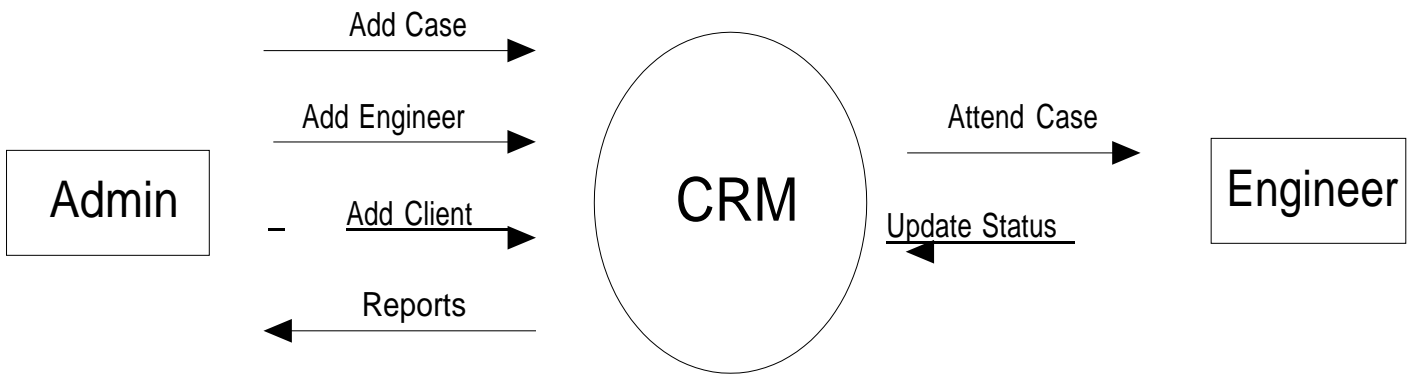
DATA FLOW DIAGRAM

During the analysis and designing of a system, it is necessary to study the in which data is flowing through various process within the scope of the system. It is necessary to find out how data is organized, used or referred, changed or stored and where it is show as output.

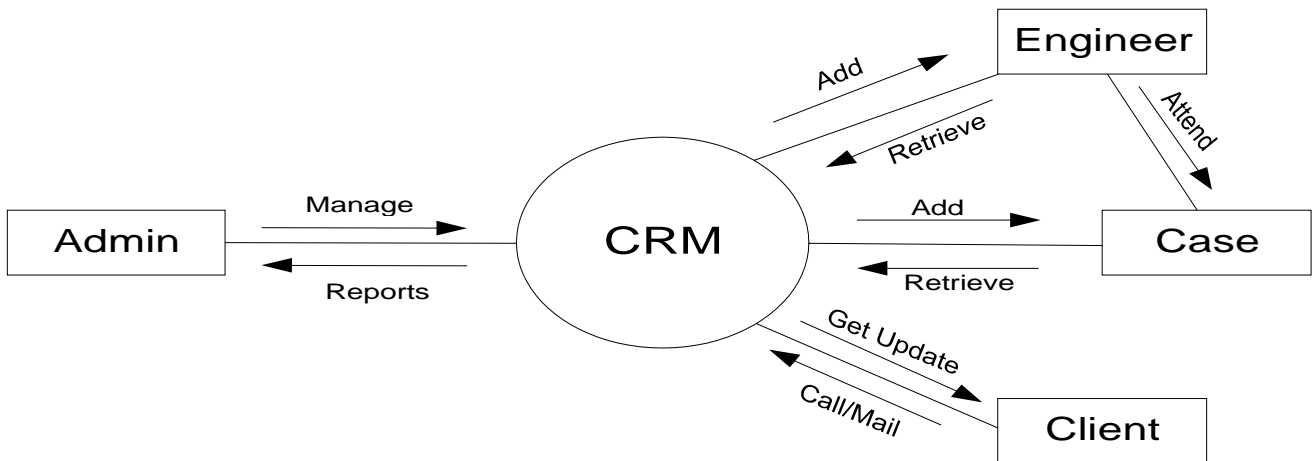
Data flow diagram (DFD) is one of the popular, graphical tools used to depict the flow of data through a system DFD show the process data, sort data, flow and the source and the and the destination entities.

Customer Request Management System

Zero Level DFD



First Level DFD



SYSTEM DESIGN

DATABASE DESIGN

This table is used to Add Client Information

	Column Name	Data Type	Allow Nulls
PK	c_id	int	<input type="checkbox"/>
	c_name	varchar(50)	<input type="checkbox"/>
	c_location	varchar(50)	<input type="checkbox"/>
	c_contact_person	varchar(50)	<input type="checkbox"/>
	c_mob_no	varchar(50)	<input type="checkbox"/>
	c_email	varchar(50)	<input type="checkbox"/>
			<input type="checkbox"/>

This table is used to Add Engineer Information


	Column Name	Data Type	Allow Nulls
PK	engg_id	int	<input type="checkbox"/>
	engg_name	varchar(50)	<input type="checkbox"/>
	engg_mob_no	varchar(50)	<input type="checkbox"/>
	engg_email	varchar(50)	<input type="checkbox"/>
			<input type="checkbox"/>

Customer Request Management System

This table is used to Add and Update Case Requests

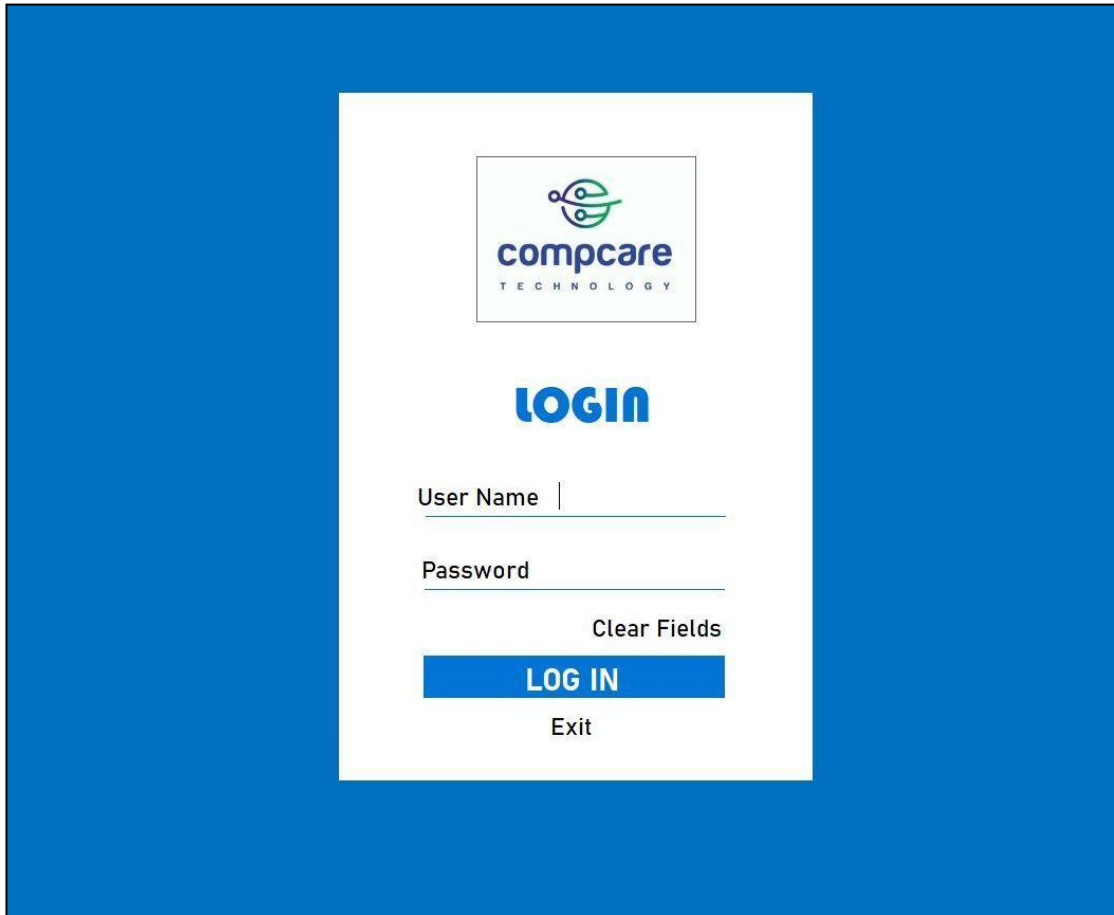
	Column Name	Data Type	Allow Nulls
▶	case_id	int	<input type="checkbox"/>
	req_date	datetime	<input type="checkbox"/>
	case_reference	int	<input checked="" type="checkbox"/>
	c_name	varchar(50)	<input type="checkbox"/>
	c_contact_person	varchar(50)	<input type="checkbox"/>
	c_mob_no	varchar(50)	<input type="checkbox"/>
	c_email	varchar(50)	<input type="checkbox"/>
	c_location	varchar(50)	<input type="checkbox"/>
	case_type	varchar(50)	<input type="checkbox"/>
	case_medium	varchar(50)	<input checked="" type="checkbox"/>
	case_ps	varchar(100)	<input type="checkbox"/>
	engg_name	varchar(50)	<input checked="" type="checkbox"/>
	assigned_date	datetime	<input checked="" type="checkbox"/>
	visit1_date	datetime	<input checked="" type="checkbox"/>
	visit1_engg	varchar(50)	<input checked="" type="checkbox"/>
	visit1_work_done	varchar(100)	<input checked="" type="checkbox"/>
	visit1_pending_reason	varchar(100)	<input checked="" type="checkbox"/>
	visit2_date	datetime	<input checked="" type="checkbox"/>
	visit2_engg	varchar(50)	<input checked="" type="checkbox"/>
	visit2_work_done	varchar(100)	<input checked="" type="checkbox"/>
	visit2_pending_reason	varchar(100)	<input checked="" type="checkbox"/>
	visit3_date	datetime	<input checked="" type="checkbox"/>
	visit3_engg	varchar(50)	<input checked="" type="checkbox"/>
	visit3_work_done	varchar(100)	<input checked="" type="checkbox"/>
	visit3_pending_reason	varchar(100)	<input checked="" type="checkbox"/>
	case_status	varchar(10)	<input checked="" type="checkbox"/>
	case_note	varchar(100)	<input checked="" type="checkbox"/>
			<input type="checkbox"/>

This table is used to Add Users

	Column Name	Data Type	Allow Nulls
	u_id	int	<input type="checkbox"/>
	u_name	varchar(50)	<input type="checkbox"/>
	u_mobile_no	varchar(50)	<input type="checkbox"/>
	u_email	varchar(50)	<input type="checkbox"/>
	u_password	varchar(50)	<input type="checkbox"/>
			<input type="checkbox"/>

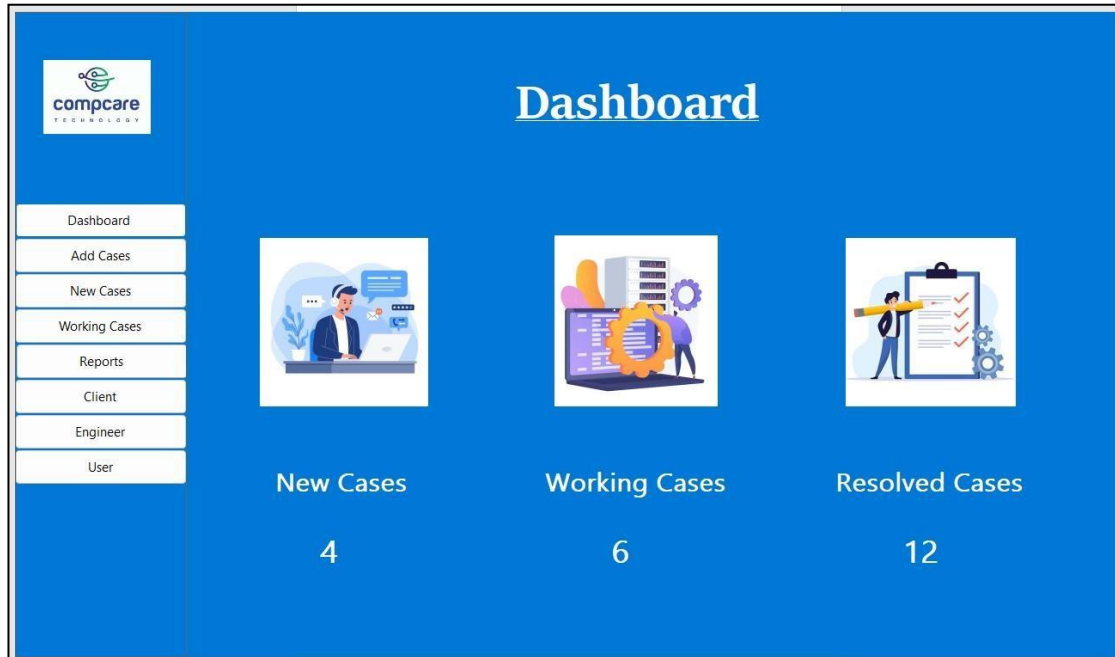
OUTPUT SCREEN

This is Login page



The screenshot displays a login interface for the 'compcare TECHNOLOGY' system. At the top center of the white box is the company logo, which consists of a stylized green and blue icon above the text 'compcare' and 'TECHNOLOGY'. Below the logo, the word 'LOGIN' is prominently displayed in a large, bold, blue font. Underneath, there are two input fields: 'User Name' followed by a vertical bar and a horizontal line, and 'Password' followed by a horizontal line. To the right of the password field is a 'Clear Fields' link. Below these fields is a blue rectangular button with the text 'LOG IN' in white, and an 'Exit' link centered below the button.

This is Dashboard



This form is used to Add New Case

The 'New Case Registration' form is displayed on a light grey background with the same sidebar as the dashboard. The form fields are: Case Id (text input with value '10'), Request date (calendar icon with value '24 March 2023'), Reference (empty text input), Mobile No. (text input with value '8798764567'), Firm Name (dropdown menu with value 'Siddhivinayak Hospital'), Mail Id (text input with value 'sagar.patil@gmail.com'), Contact Person (dropdown menu with value 'Sagar Patil'), Location (text input with value 'Kolhapur'), Call Medium (dropdown menu with value 'Call'), and Call Type (dropdown menu with value 'AMC'). A 'Problem Statement' text area contains the text 'WIFI issue'. At the bottom are 'Add' and 'Clear' buttons.

This form is used to view New Cases

Assign	SR. No	Case Reference	Firm Name	Location	Request Date	Problem Statement
Assign	1	0	Shivshakti Suga...	Karnataka	22-03-2023	NVR recording i...
Assign	2	0	Hotel Veeksar	Market Yard, Ko...	18-03-2023	Required 2 SD...
Assign	3	0	Shivshakti Suga...	Karnataka	13-04-2023	REquired 4 Key...
Assign	4	0	Sangamnath Su...	Sindagi, Karnat...	22-03-2023	Printer issue
Assign	5	0	Siddhivinayak ...	Kolhapur	24-03-2023	WIFI issue
	6					

This form is used to Assign New Cases

Assign Case Request

Case Id: Request date:

Reference: Mobile No.:

Firm Name: Mail Id:

Contact Person: Call Medium:

Location: Call Type:

Problem Statement:

Assign To: Assign date:

This form is used to Working Cases

Case Working Update Refresh

View	Edit	Sr No	Request Date	Customer Name	Contact Person	Problem Statment	Status
View	Edit	1	13-04-2023	Hotel Veekar	Abhishek	Router setup	
View	Edit	2	13-04-2023	Siddhivinayak ...	Sagar Patil	Lab internet issue	
View	Edit	3	22-03-2023	Shivshakti Suga...	Shankar	NVR recording i...	
View	Edit	4	18-03-2023	Hotel Veekar	Abhishek	Required 2 SD...	
View	Edit	5	13-04-2023	Shivshakti Suga...	Shankar	REquired 4 Key...	
View	Edit	6	22-03-2023	Sangamnath Su...	Akshay	Printer issue	
View	Edit	7	24-03-2023	Siddhivinayak ...	Sagar Patil	WIFI issue	
		8					

This form is used to retrieve All Reports

All Case Records Refresh

Filter By:

From: 13 April 2023 To: 13 April 2023 Search Export

Case	Request Date	Case Reference	Firm Name	Contact Person	Mobile Number	Email	Location
1	02-03-2023	0	Hotel Sayaji	Mahesh Jadhav	7656787898	it@sayaji.com	Kolhapur
2	16-03-2023	0	Shivshakti Suga...	Shankar	9876572456	shankar@shivs...	Karnataka
3	18-03-2023	0	Sangamnath Su...	Biometric Demo	8098767898	akshay@gmail...	Sindagi, Kar
4	13-04-2023	0	Hotel Veekar	Abhishek	7865456789	it@veekarhote...	Market Yard
5	13-04-2023	0	Siddhivinayak ...	Sagar Patil	8798764567	sagar.patil@gm...	Kolhapur
6	22-03-2023	0	Shivshakti Suga...	Shankar	9876572456	shankar@shivs...	Karnataka
7	18-03-2023	0	Hotel Veekar	Abhishek	7865456789	it@veekarhote...	Market Yard
8	13-04-2023	0	Shivshakti Suga...	Shankar	9876572456	shankar@shivs...	Karnataka
9	22-03-2023	0	Sangamnath Su...	Akshay	8098767898	akshay@gmail...	Sindagi, Kar
10	24-03-2023	0	Siddhivinayak ...	Sagar Patil	8798764567	sagar.patil@gm...	Kolhapur

This form is used to update Case Working

compcare
TECHNOLOGY

Dashboard
Add Case
New Cases
Case Working
Reports
Client
Engineer
User

Case Request

Case Id: 2 Request date: 16 March 2023

Firm Name: Shivshakti Sugars Contact Person: Shankar

Problem Statement: Wireless connectivity issue

Visit 1

Visit 1 Date: 17 March 2023 Visit Engineer: Uday Bhosale

Work Done: Visited site, found AP is reseted, reconfigured it, now it is working fine.

Pending Reason:

Visit 2

Visit 2 Date: 13 April 2023 Visit Engineer:

Work Done:

Visit 2

Visit 2 Date: 13 April 2023 Visit Engineer:

Work Done:

Pending Reason:

Visit 3

Visit 3 Date: 13 April 2023 Visit Engineer:

Work Done:

Pending Reason:

Case Status: Completed

Note:

Save Back

This form is used to Add/Update Clients

Client Information

Client Id:

Client Name:

Location:

Contact Person:

Mobile No.:

Email:

Select	c_id	c_name	c_location	c_contact_person	c_mob_no	c_email
select	1	Hotel Sayaji	Kolhapur	Mahesh Jadhav	7656787898	it@sayaji.com
select	2	Shivshakti Sug...	Karnataka	Shankar	9876572456	shankar@shivs...
select	3	Sangamnath S...	Sindagi, Karna...	Akshay	8098767898	akshay@gmail...
select	4	Siddhivinayak ...	Kolhapur	Sagar Patil	8798764567	sagar.patil@g...
select	5	Hotel Veeksar	Market Yard, K...	Abhishek	7865456789	it@veeksarhot...

This form is used to Add/Update Engineers

Engineer Information

Engineer Id:

Engineer Name:

Mobile No.:

Email:

Select	engg_id	engg_name	engg_mob_no	engg_email
select	1	Amit Kusnale	7876787656	amit.k@techcompicare...
select	2	Uday Bhosale	8956373313	uday.bhosale@techco...
select	3	Shashi K	8767898767	shashi.k@techcompca...

This form is used to Add/Update Users

compcare
TECHNOLOGY

Dashboard
Add Case
New Cases
Case Working
Reports
Client
Engineer
User

User Information

User Id: 3 [Add User]

User Name: Admin [Update]

Mobile No.: 8806886472 [Clear]

Email: admin@gmail.com [Search]

Password: 123456

Select	u_id	u_name	u_mobile_no	u_password
select	1	shreyash	8806886427	123456
select	2	Sumit	255455545	55445s
select	3	Admin	8806886472	123456
*				

Reports Output

This is Client wise report

The screenshot shows the 'All Case Records' interface with the 'Client Names' filter set to 'Shivshakti Sugars'. The table displays the following data:

case_id	req_date	c_name	c_contact_person	c_mob_no	c_email	c_location	case_ty
2	16-03-2023	Shivshakti Sugars	Shankar	9876572456	shankar@shivs...	Karnataka	AMC
6	22-03-2023	Shivshakti Sugars	Shankar	9876572456	shankar@shivs...	Karnataka	Warran
8	13-04-2023	Shivshakti Sugars	Shankar	9876572456	shankar@shivs...	Karnataka	Charge

This is Engineer wise report

The screenshot shows the 'All Case Records' interface with the 'Engineer Names' filter set to 'Amit Kusnale'. The table displays the following data:

c_mob_no	c_email	c_location	case_type	case_medium	case_ps	engg_name	assigned_d
7656787898	it@sayaji.com	Kolhapur	Warranty	Email	CCTV not worki...	Amit Kusnale	03-03-2023
8098767898	akshay@gmail...	Sindagi, Karnat...	Demo	Email	Akshay	Amit Kusnale	19-04-2023
7865456789	it@veeksarhote...	Market Yard, Ko...	Chargeable	WhatsApp	Required 2 SD...	Amit Kusnale	21-03-2023
9876572456	shankar@shivs...	Karnataka	Chargeable	Call	Required 4 Key...	Amit Kusnale	13-04-2023

Customer Request Management System

This is Specific Date wise (From-To) report

compcare TECHNOLOGY

All Case Records Refresh

Filter By: Client Names Engineer Names Case Status

From: 01 March 2023 To: 31 March 2023 Search Export

case_id	req_date	c_name	c_contact_person	c_mob_no	c_email	c_location	case_type
1	02-03-2023	Hotel Sayaji	Mahesh Jadhav	7656787898	it@sayaji.com	Kolhapur	Warranty
2	16-03-2023	Shivshakti Suga...	Shankar	9876572456	shankar@shivs...	Karnataka	AMC
3	18-03-2023	Sangamnath Su...	Biometric Demo	8098767898	akshay@gmail...	Sindagi, Karnat...	Demo
6	22-03-2023	Shivshakti Suga...	Shankar	9876572456	shankar@shivs...	Karnataka	Warranty
7	18-03-2023	Hotel Veekar	Abhishek	7865456789	it@veekarhote...	Market Yard, Ko...	Chargeable
9	22-03-2023	Sangamnath Su...	Printer issue	8098767898	akshay@gmail...	Sindagi, Karnat...	AMC
10	24-03-2023	Siddhivinayak ...	Sagar Patil	8798764567	sagar.patil@gm...	Kolhapur	AMC

This is Case Status wise report

compcare TECHNOLOGY

All Case Records Refresh

Filter By: Client Names Engineer Names Case Status: Completed

From: 13 April 2023 To: 13 April 2023 Search Export

visit_engg	visit_work_done	visit_pending_re	visit_date	visit2_engg	visit2_work_done	case_status	
13	Amit Kusnale	Checked camer...	need to replace...	08-03-2023	Amit Kusnale	replaced power...	Completed
13	Uday Bhosale	Visited site, fou...					Completed
13	Amit Kusnale	Done the semo...					Completed
13	Amit Kusnale	visted site, regi...	HP engg is goi...	28-03-2023	Amit Kusnale	Done visit with ...	Completed

CONCLUSION

CONCLUSION

This project has been created as per the requirements of the Compcare Computer Centre. Hence, many results can be obtained from this software. In this Windows Application, a proper design is essential. A bad design will lead to confusion and that can lead to a loss of business. In general, a proper working application is need to implement with smooth functionality. The developer needs to organized and analyze the users' statistics and the background of the users. Although it can be hard to come up with a design and advanced features that is well suited to all of the users, there will be a design that is appropriate for most of the users. The simple design with smooth implementation and satisfying results will ensures the effective case request handling and increase the performance of company and results int increase in the business.

LIMITATIONS

- We have used export excel in our windows application for transfer of case request information.
- This developed system is standalone system.
- Currently, this system used only internal team.
- We will develop a panel for client after which they are able to raise the request by themselves directly.

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REFERENCE/BOOKS

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