

**NARNARAYAN SHASHTRI INSTITUTE OF TECHNOLOGY**

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**Project Title:-Online Complain Management System**

**ABSTRACT:-**A Complaint Management System is one of latest productivity enhancement tools used widely by all organizations] wherever there is a need of booking of complaint via operator and analysis of complaints which are made or are pending. Our website [C2C.com](http://C2C.com) is an online complaint management system where the issues of the customers can be registered online and resolved by the different levels of engineers. Also flexibility is provided to the customers can easily resolve their issues by communicating with engineer over [internet](http://internet). [C2C.com](http://C2C.com) is a website that acts as a bridge between customer and company in which customer directly register their complaint to company via internet. Lack of paper movements provides complaint management operations a speed which was never envisaged in manual mode at all. Website allows customer to register complaint and automatically schedules and prompts operators to source complaint to concerned departments.

Flow of a System:-

