

## **Project Report Format**

1. **INTRODUCTION**
  - 1.1 Self-Service Complaint Management
  - 1.2 Quick Setup & Flexibility
2. **IDEATION PHASE**
  - 2.1 Empathize & Define the Problem
  - 2.2 Generate & Organize Ideas
  - 2.3 Co-create with users
3. **REQUIREMENT ANALYSIS**
  - 3.1 Customer Journey map
  - 3.2 Solution Requirement
  - 3.3 Data Flow Diagram
  - 3.4 Technology Stack
4. **PROJECT DESIGN**
  - 4.1 Problem Solution Fit
  - 4.2 Proposed Solution
  - 4.3 Solution Architecture
5. **PROJECT PLANNING & SCHEDULING**
  - 5.1 Define Vision, Scope & Team Roles
6. **FUNCTIONAL AND PERFORMANCE TESTING**
  - 6.1 Objectives & Scenarios, developed detailed test cases
7. **RESULTS**
  - 7.1 Output
8. **ADVANTAGES & DISADVANTAGES**
9. **CONCLUSION**
10. **FUTURE SCOPE**

Thank you.....