Problem Solution Fit

The customer needs to register their account to raise the ticket as complaint and agent can view and solve the problem

An agent will be assigned to solve the problems and is notified with an email alert.

User can register an account and can raise the complaint. Each user will be assigned with an agent.

The solution is scalable and is provided by using Python, Flask, Decoder, and Container registry.

We can achieve the outcome within a short span of time.

The satisfaction can be measured using Polls in the social media.

Cluster

Worker Node

Application

Kubernetes Cluster

User

IBM DB2

- Customers details
- Complaint details
- Agent information

Alerts the Customer about the Agent Allotment & Complaint Status

SendGrid

Container Registry