**Chat Service for Mazak, India**

**Abstract:**

An **XMPP** based web chat service, to be utilized by Mazak, India’s customer care executive branch for attending and resolving the inquiries of their global customers by introducing a **1 to 1** web based communication service following XMPP as the **Application Layer** protocol for setting up a secured, robust and seamless communication between the customer care executives and the customers with **no waiting time** that is to be hosted on [www.Mazak.com](http://www.Mazak.com) with a purpose of directly interacting with the customer care executive branch in order to inquire about Mazak, India’s products and services, thus, with a definitive probability of scheduling an appointment with the company’s sales executives for purchase orders or with the company’s application engineers for services.

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