

# Customer

solution for  
customer  
needs

Notifying  
customers

Providing  
solutions

Providing  
my service  
or time

# Chat box

Live chat

Providing  
live  
responses

# Feedbacks

Customer  
Satisfaction

User  
feedback

Live feedback  
forms using  
google forms

# Information

Providing  
user  
information  
to agent

Providing  
agent contact  
details to the  
user

# Security

security  
authentication

Customer's  
privacy

# Services

Alloting  
the  
agent

Providing  
customer  
details

Customer  
queries