Project Design Phase-I

Solution Architecture

Date	01 October 2022
Team ID	PNT2022TMID32161
Project Name	Customer Care Registry
Maximum Marks	2 Marks

Technical Architecture :
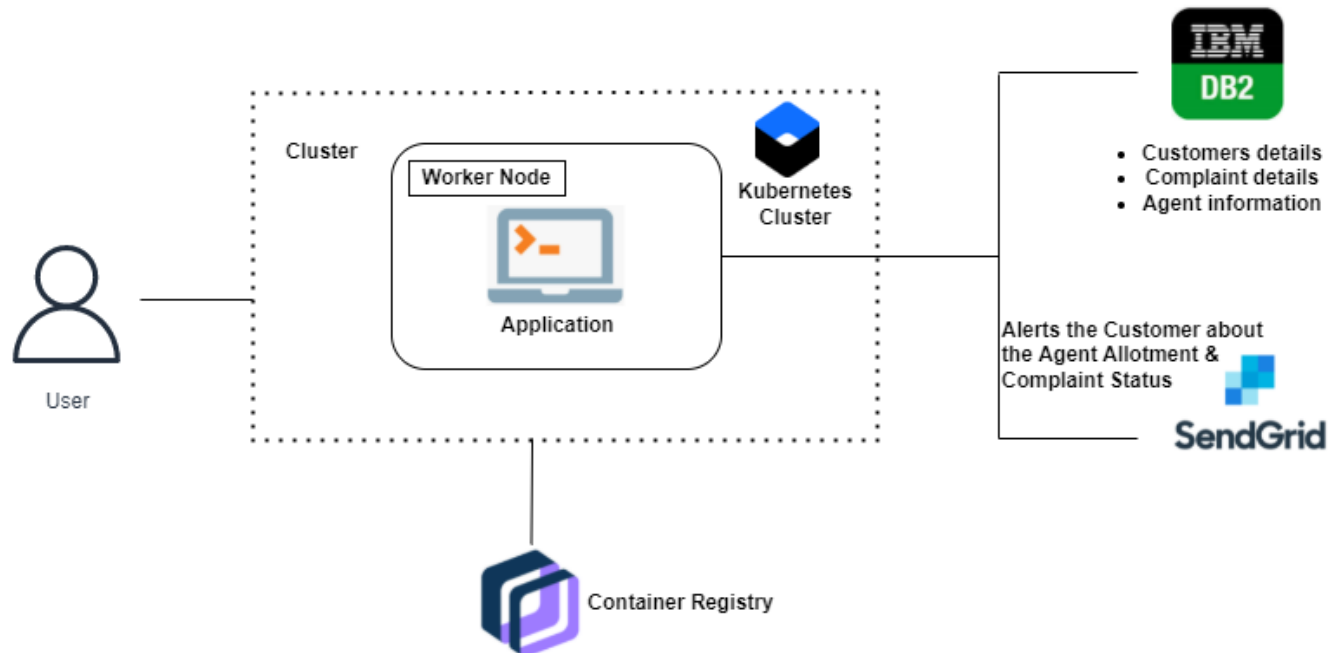
Customer Care Registry

1 The customer needs to register their account to raise the ticket as complaints and solve problem

2 Agent will be assigned to solve the problems and is notified with an email altert

3 User can register an account and can raise the complaints.

4 The satisfaction can be measured using polls in the social media.

5 We can achieve the outcome within a short of time

6 The solution is scalable and is provided by using python, flask and decoder and container registry

Customer agent and Customer Communication :