Project Design Phase-I

Solution Architecture

Project Name	CUSTOMER CARE REGISTRY
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SOLUTION DESCRIPTION:

The solution to this problem is, the people who faces any problem during online transaction, online shopping, this application helps to find the solution to their problem at any time. When there is any update on user complaint, will be communicated to the user via email. The user can view their complaint status onthe dashboard and an agent will be assigned to the Customer to solve the problem.

Customer Care Registry (Solution Architecture)

User/Customer	

Kubernetes Container

Customer care registry

Docker Container

Email Alerts →

SendGrid Platform