

Project Design Phase-I Solution Architecture

Date	19 September 2022
Team ID	PNT2022TMID16135
Project Name	Customer Care Registry
Maximum Marks	4 Marks

Solution Architecture:

Solution architecture is a complex process – with many sub-processes – that bridges the gap between business problems and technology solutions. Its goals are to:

- This Application has been developed to help the customer in processing their complaints by using Cloud application development.
- The customers can raise the ticket with a detailed description of the issue.
- An Agent will be assigned to the Customer to solve the problem.
- Whenever the agent is assigned to a customer, they will be notified with an email alert.
- Customers can view the status of the ticket till the service is provided.

Example - Solution Architecture Diagram:

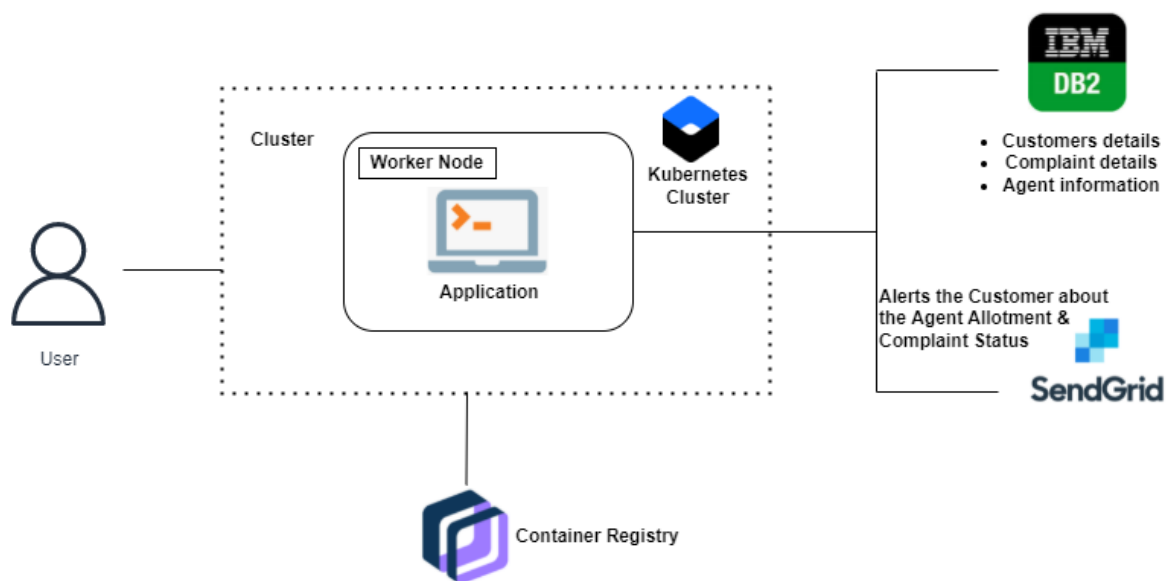


Figure 1: Architecture and data flow of the Customer Care Registry application