

IBM PROJECT



# CUSTOMER CARE REGISTRY

A user-friendly virtual agent



# AGENDA

- Introduction
- Team Details
- Project Design Phase 1 Architecture
- Technical Architecture
- Conclusion



# INTRODUCTION

An online comprehensive Customer Care Solution is to manage their customer interaction and complaints with the Service Providers over phone or through messages and e-mail. The system should have capability to integrate with any Service Provider from any domain or industry like Banking, Telecom, Insurance, etc.



# TEAM DETAILS

Team No: PNT2022TMID02887

College Name: SRI KRISHNA COLLEGE OF  
ENGINEERING AND TECHNOLOGY

Department: INFORAMTION TECHNOLOGY



## TEAM MEMBERS:

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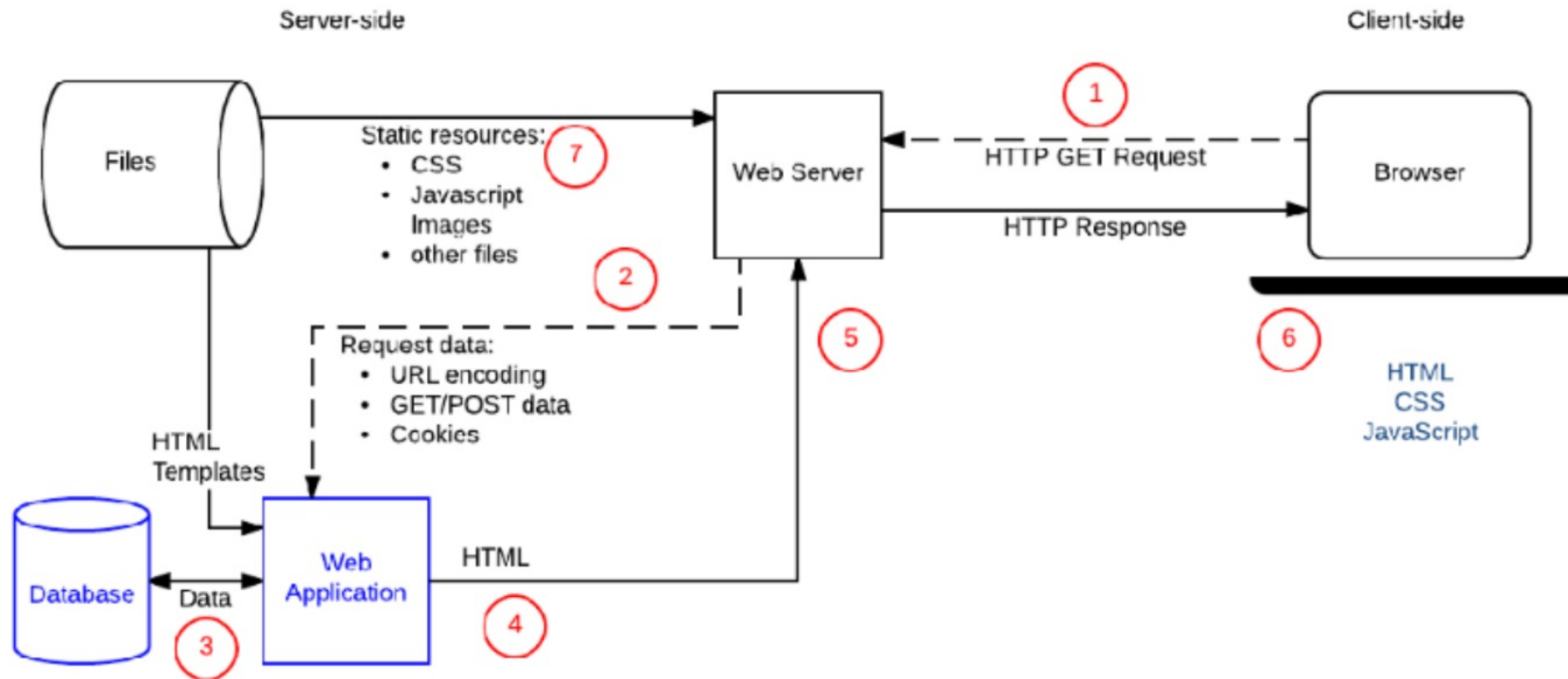
# PROJECT DESIGN PHASE 1

## ARCHITECTURE

DATE	04.10.2022
TEAM ID	PNT2022TMID02887
PROJECT NAME	CUSTOMER CARE REGISTRY
MAXIMUM MARKS	-----

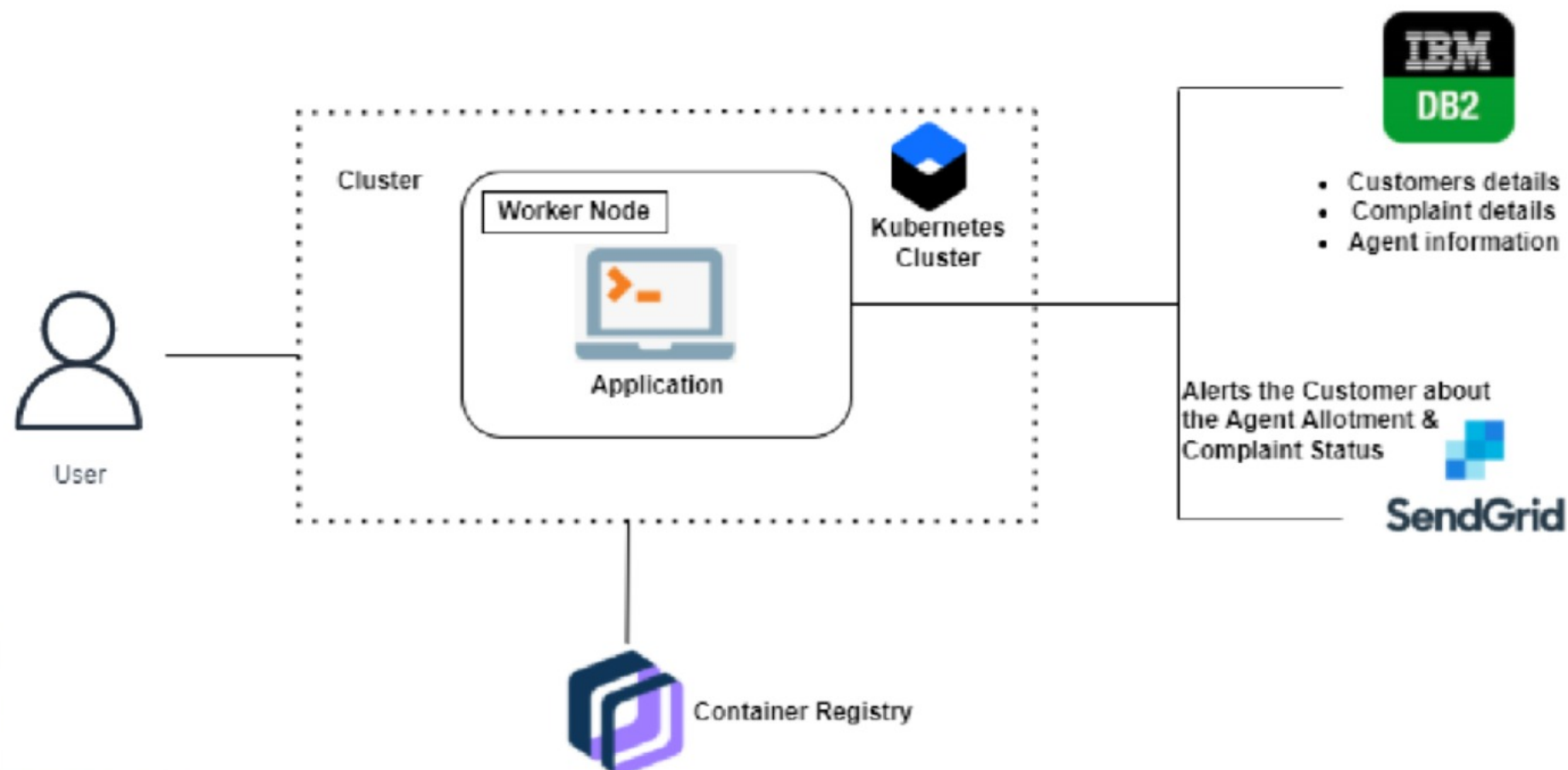
# PROJECT DESIGN PHASE 1

## ARCHITECTURE





# TECHNICAL ARCHITECTURE



**THANK YOU**

