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:

- DEENA THAYALAN S
- CHUJEETHA R
- DHIVESH D
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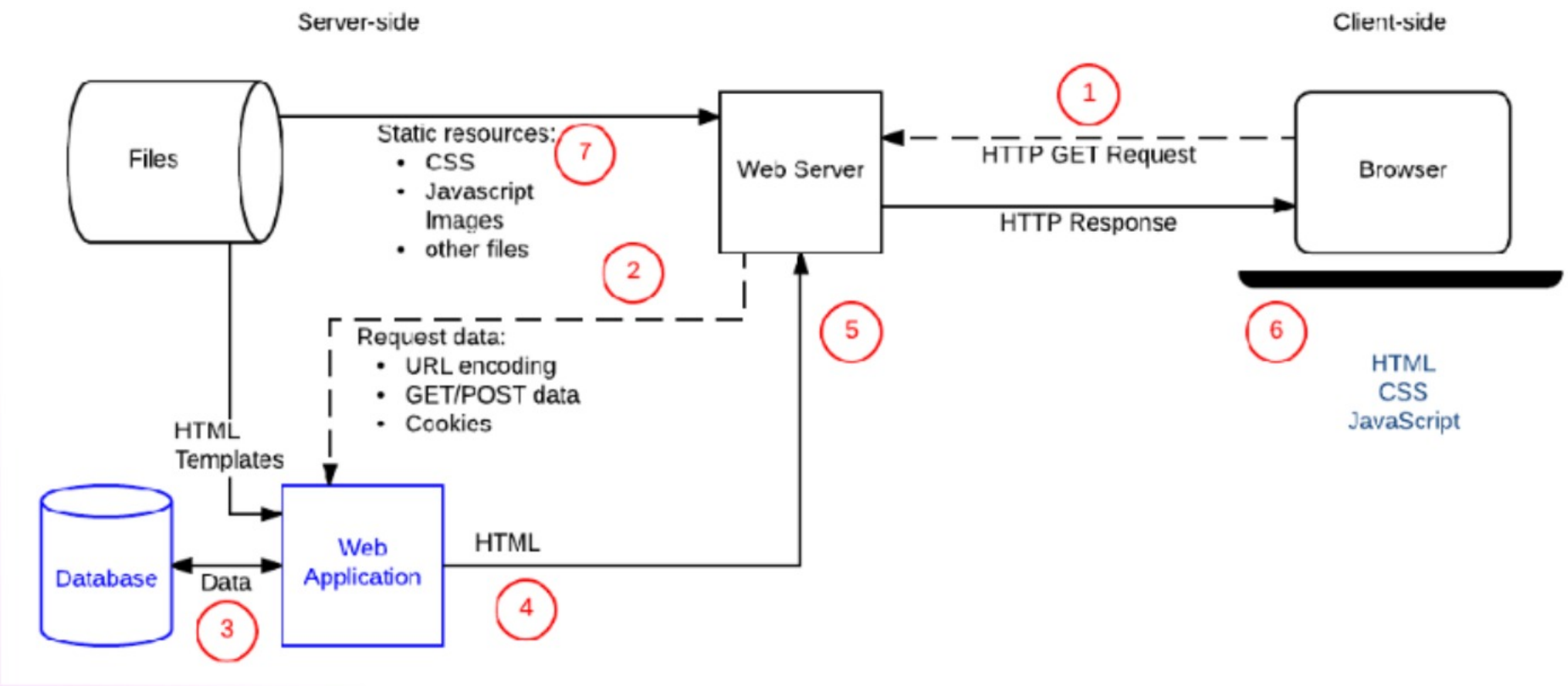
Solution Architecture

PROJECT DESIGN PHASE 1
ARCHITECTURE

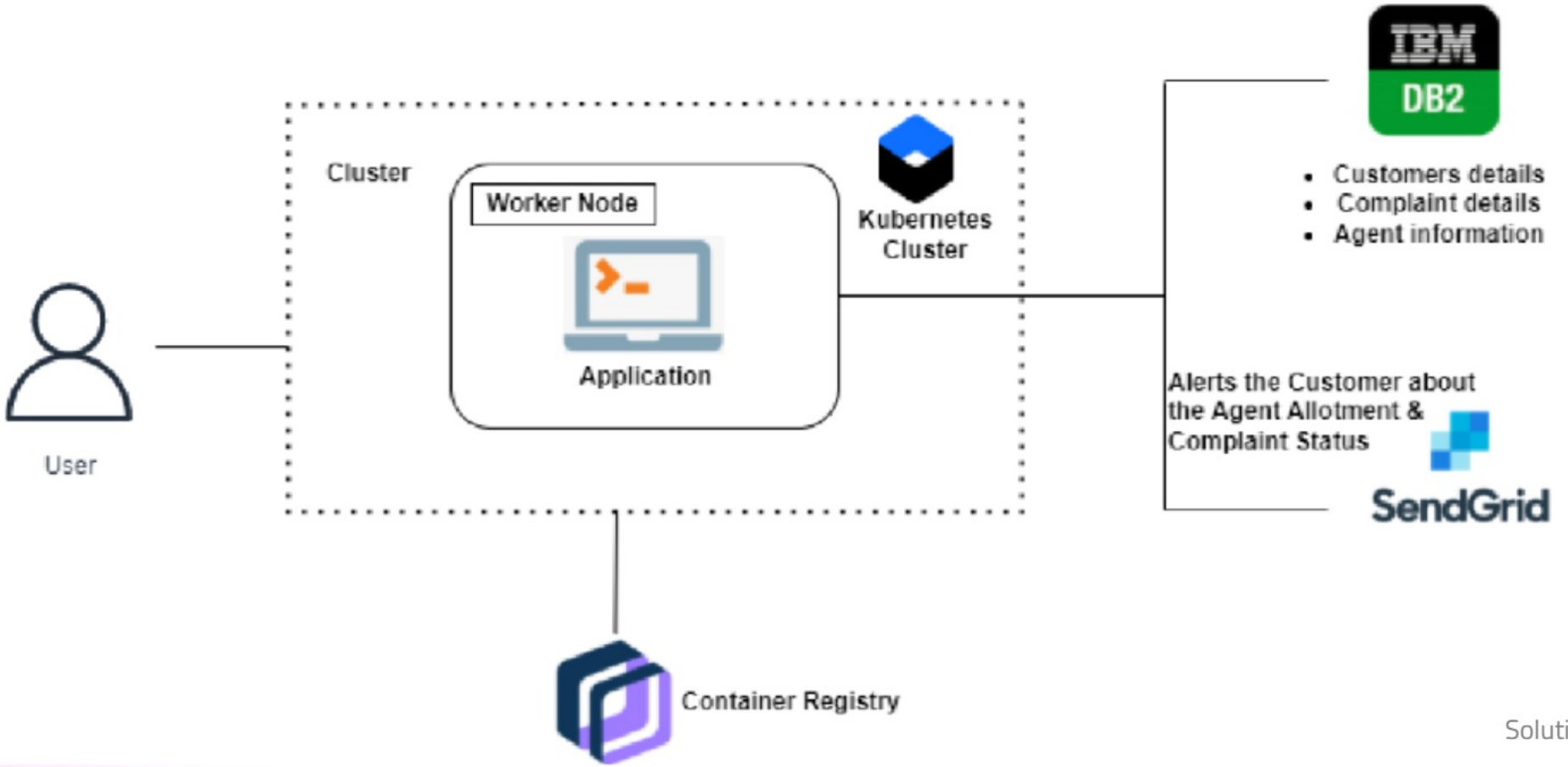
DATE	04.10.2022
TEAM ID	PNT2022TMID02887
PROJECT NAME	CUSTOMER CARE REGISTRY
MAXIMUM MARKS	-----

PROJECT DESIGN PHASE 1
ARCHITECTURE



Solution Architecture

TECHNICAL ARCHITECTURE



THANK YOU