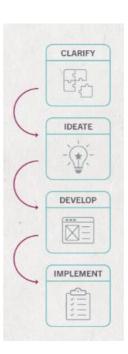# CUSTOMER CARE REGISTRY

Problem Statement:

Cloud based application which has 2 login portals, one for customers and one for admin. In the customer portal there will be a interface for entering the problem, ones the problem is submitted with their details a token is generated. And they can track their issue by searching the token number. For admin there will be different categories of agents, after reading the token the admin sends all the tokens to their respective category agents. And status us updated for the token.

CLARIFY

IDEATE

DEVELOP

IMPLEMENT

DATA/INFORMATION   UI/AUTOMATION

Charge system
App verify
VOIP VERIFY SYSTEM
Mobile app
Agent portal
Auto-verify in app

FUNCTIONALITY

Sees customer records in one place
Customer verification
Audit system

Step 1:
Verify the customer, automatically if possible

Step 2:
Find the authorization & issue in one place

Step 3:
Guide the call-center agent with standardized questions.

May hand-off at this point.

Incoming call from app
AUTO-VERIFIED

Incoming call w/o app

Customer verification
YES
NO

Agent answers call

Sees customer records in one place

TO SCENE 2

Call ends