

Project Design Phase-I Solution Architecture

TEAM ID	PNT2022TMID19702
PROJECT TITLE	Project – Customer Care Registry
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Solution Architecture:

- To satisfy customer queries and give a proper solution.
- Our solution to solving the queries. To solve the queries agent is assign to the user explains their queries so the agent will solve the problem.
- Here the actors are customer and agent.where customer asking the queries and the agent responding to the queries.
- We use customer registry web application and the database used here is to retrieve and store the datas.

Example - Solution Architecture Diagram:

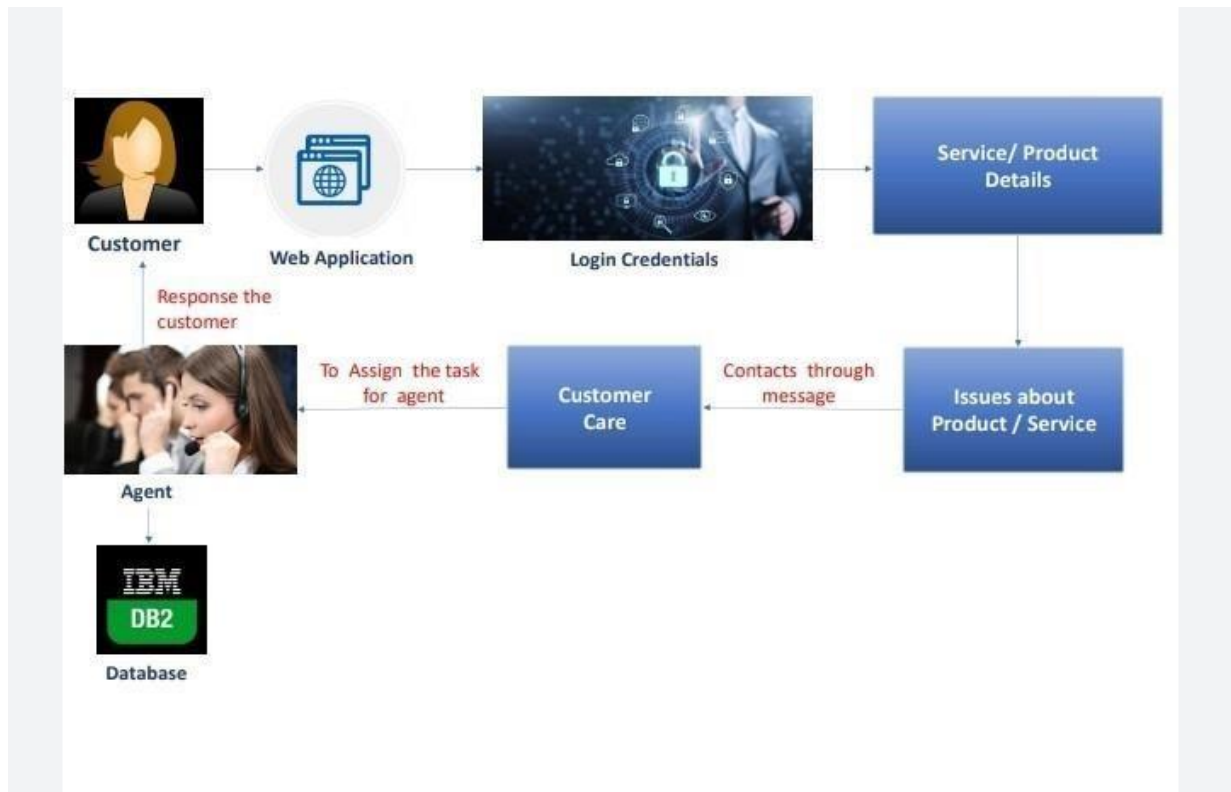


Figure 1: Architecture diagram of customer care registry