

# **CUSTOMER CARE REGISTRY APPLICATION**

## **Problem Statement:**

*Developing a cloud application to help the customer in processing their complaints. In this application, the customer can raise an issue or a ticket with a detailed description, then the admin review and acknowledge the ticket by assigning an agent to the ticket. An email notification triggered to the customer and the customer can track the status of the resolving process. The customer and agent can communicate with each other by calls or live chat. This enables the agent to understand the issue and to solve the issue quickly. The customer can use channels or forums or FAQs to know more about the issues before raising a ticket.*