

Project Design Phase-I Solution Architecture

Date	19 September 2022
Team ID	PNT2022TMID29826
Project Name	Project - CUSTOMER CARE REGISTRY
Maximum Marks	4 Marks

Solution Architecture:

- A portal for admin is created in which the admin assigns the complaint tickets to the workers.
- An admin can be able to add or remove a worker.
- A customer login/sign up portal will be given in which He/she is able to login/ sign up and raise the tickets.
- The web application contains a Watson Assistant which guides the customers with suitable information.
- The chatbot will be able to provide answers for the Frequently asked Questions (FAQ).
- After the complaint ticket is raised by the customer, the admin assigns the tickets to individual workers.
- The customer and the worker will communicate through mail or by direct calls.
- By this, each and every complaint will be taken care of.

Solution Architecture Diagram:

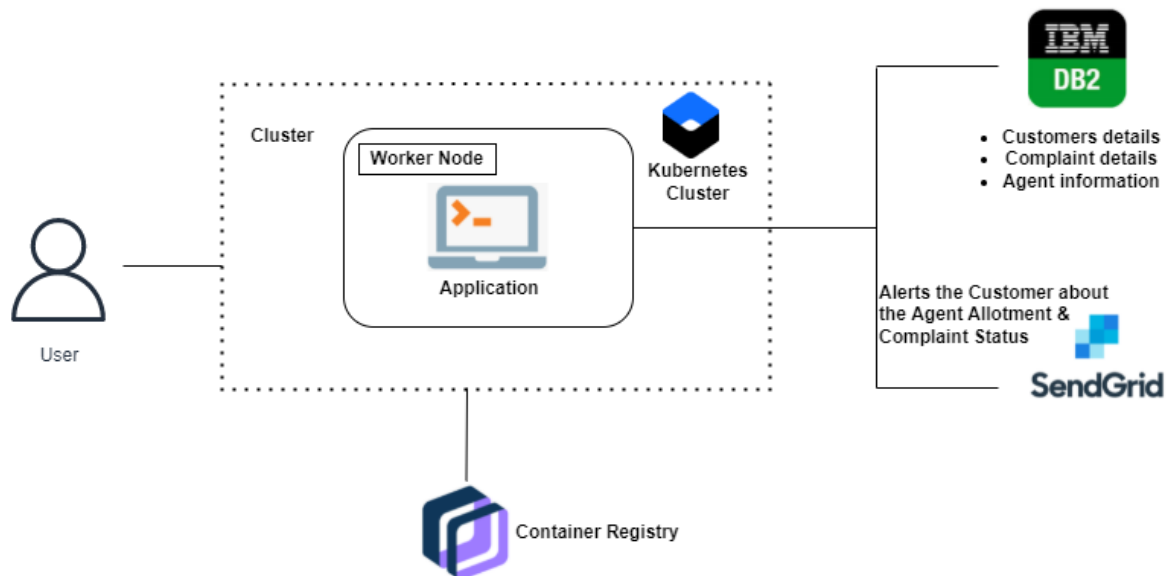


Figure 1: Architecture and data flow of the Customer Care Registry application