

CUSTOMER CARE REGISTRY

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Basic Idea:

To create a Cloud based Customer Care Registry Web application where the customers can register their complaints with a detailed description, get assigned with an agent to resolve the complaint and are able to track the status of their complaint.

Shortlisted Ideas (Top 3):

1. Acknowledge customer's complaint using digital signature.
2. Allowing customer to upload proofs such as images or videos or any relevant documents.
3. Add captcha verification to prevent spam bots that attempt DoS (Denial of Service) attacks.