Date	1 October 2022
Team ID	PNT2022TMID38748
Project Name	Project – Customer Care Registry
Project Design Phase-1	Solution Architecture

USER

BOOKING THE TICKETS IN THE WEBSITE

CREATE A COMPLAINT

TO PROVIDE THE CHATBOT AND SOLVE THE PROBLEM

SEND AN ALERT VIA BOTH EMAIL AND PHONE NUMBER (CUSTOMERS AGENT)

AGENT

INTERMEDIATE TO SOLVE THE CUSTOMERS PROBLEM

DISCUSS THE CUSTOMER PROBLEM

CONTROLLER OF ALL THE PROCESS

ADMIN