HandsToSuperiors

Problem:

 * Loneliness and lack of support for senior citizens.

Solution:

 * Support from social service volunteers.

***HandsToSuperiors** - communication between social service volunteers , Senior citizens and their close relatives or friends.

Abstract:

 * User- friendly type for easy communication of senior citizens through speech recognition in their native language.

 * Automatic call recorder is done and sends those recorded calls to their friends or family members for safety purposes.

 * Immediate response from customer support through a call within a few minutes.

Types of users:

 * Senior Citizens.

 * Social Service minded young Volunteers.

 * Friends and Family members of senior citizens.

 * Customer Support Team and Admin.

Modules:

* Senior citizen Modules:

* The senior citizen can register just by using their mobile numbers.

* They also should provide any of their close friends or family members' contact number during registration.

* They can ask for any type of help just by clicking a button with help text.

* They can also ask for help by sending a voice message through another button of the voice recorder.

* They will be contacted by the customer support team immediately.

* Social service minded volunteers Modules:

* The volunteers can register by using their mobile numbers.

* They can choose the option of their availability timings.

* They should choose the location upto which they can be available.

* They get notification through messages and a call from the support team, whenever any help needed by elders in their recommended location.

* Friends and Family members of senior citizens Modules:

* The friends and family members of the senior citizens can get the notification immediately through the recorded calls between customer support team and the seniors.

* They can follow the process by shared location and contact details of the volunteers.

* Any mode of Payment can be done by them to the volunteers, depending upon the service provided.

* They can also do the initial registration process on behalf of their senior family members or friends , who are staying far away from them.

* **<u>Customer Support Team and Admin Modules:</u>**

* The customer support team will contact the elders through a call immediately ,once they get a message or voice recorder from the elders.

* The recorded calls should be automatically sent to that particular elders, close friends or family members, whom they registered initially.

* They also send the message and will make a call to the volunteers and share the required details.

* The location will be shared and the volunteer will be under monitor till the process gets completed.