



SYND iNNOVATE PROJECT :- Awaaz

Voice based Customer Grievance Redressal System

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1. Understanding the problem

The problem statement specifies the need of developing application/platform so that the complaints and the grievances of the customers can be recorded through voice assistant.

KEY POINTS OF THE THEME :-

- Voice enabled system for customer grievance redressal.
- Register and track complaints through voice messages.
- Proper centralized backend monitoring system for redressal.
- Sorting and direction of grievances to their respective departments.

2. Understanding the project “Awaaz”

The project Awaaz aims at solving the problem of voice-based Customer Grievance Redressal. By providing an easy to use GUI as a mobile app or on a device fixed at the branch, it will help customers of any age to register their complaints and then track it in realtime.

KEY FEATURES OF THE PROJECT “AWAAZ” :-

1. Multilingual interface so that it can serve the customers of any age and in any language.
2. Provides a centralized cloud database with easy monitoring.
3. Completely serverless i.e. the app will be deployed into the cloud for seamless experience.
4. Voice-based system will be useful even for physically disabled customers to use the system.
5. Being on cloud, users can monitor their complaint redressal process in realtime.

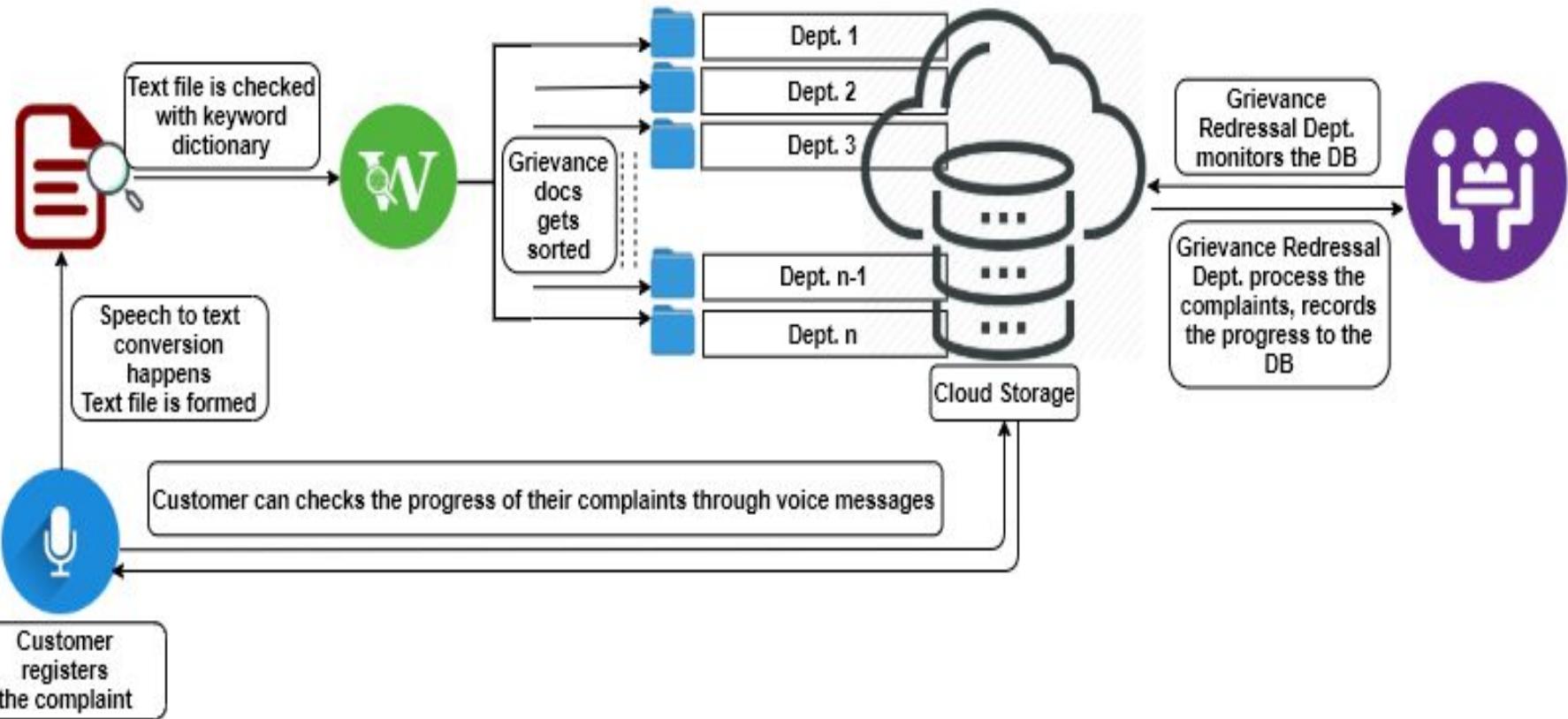
3. Approach towards the solution

The solution follows the approach of “Sorting Through Keywords.”

Basically, each department of the Banking System has its own set of technical words or simply called “keywords.” The procedure or working algorithm will be:-

1. The voice input taken from the user will be first converted to a text file.
2. The text file will then be checked for keywords of various departments.
3. The text file will then be saved to the folder of the department with the max number of keyword match, ultimately gets sorted and directed to respective departments.
4. These folders of various departments will be present on the cloud storage and departments can access their folder for grievance redressal.
5. The name of the file will be a string having last few characters of the user's a/c number and case ID while the name of the folder will be the combination of branch's IFSC code and department name.
6. The complaint redressal progress will be recorded within the same file and hence user can follow-up the progress by voice inputting their a/c number.

4. Flow Diagram





Thank you!

