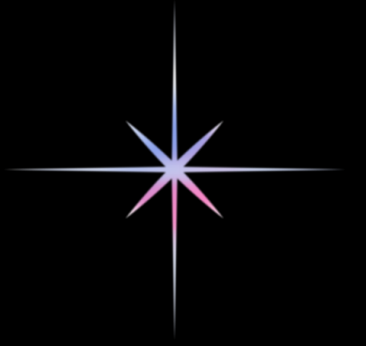# GEEK VERSE

SOLARFLOW

MORTAL COMPILERS

VAIBHAV NARAYAN

USAR,GGSIPU

CUSTOMER ENGAGEMENT & SUPPORT
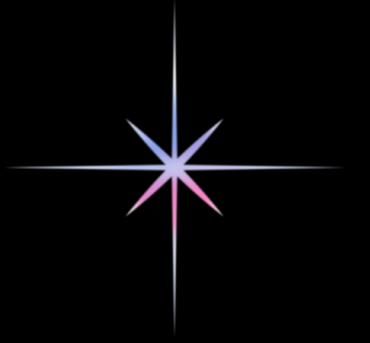APPLICATION FOR AUITS PVT LTD.

Problem Statement

- AUITS currently lacks a centralized, intelligent platform to support over **5,000+** customers and **20,000+** solar panels deployed across India.
- Users face:
  - **Delayed ticket responses**
  - **No real-time performance insights**
  - **No record of past maintenance**
- **Manual workflows** lead to **loss in energy** production and **poor customer satisfaction.**

Proposed Solution

SolarFlow is an intelligent platform designed to:

- Let users raise & track support tickets with **ML-prioritized urgency.**
- Monitor **real-time** solar output and **system health**
- Automate predictive maintenance reducing breakdowns by **30%**
- Answer common queries instantly using an AI chatbot
- Integrate Weather-based performance prediction to boost transparency
- Generate **auto-maintenance** reports for every service visit
- Track **customer referrals** and system installations
- Weather-Based Performance Predictor.
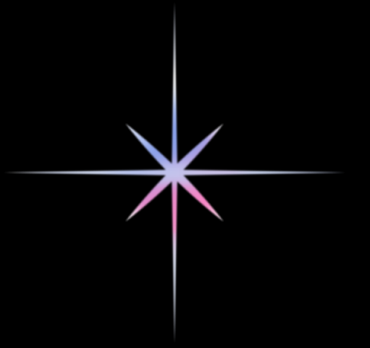- Auto-Generated **Maintenance Reports.**

Tech Stack

FRONTEND
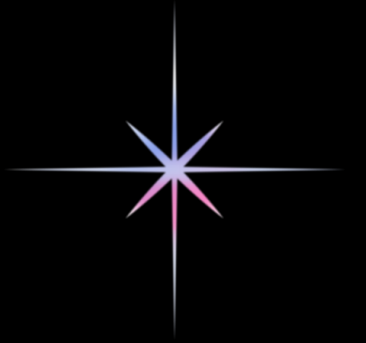
REACT,TYPESCRIPT ,TAILWIND CSS

BACKEND

NODE.JS, EXPRESS, POSTGRESQL, RESTFUL API,
JWT, RAZORPAY/STRIPE/PAYPAL
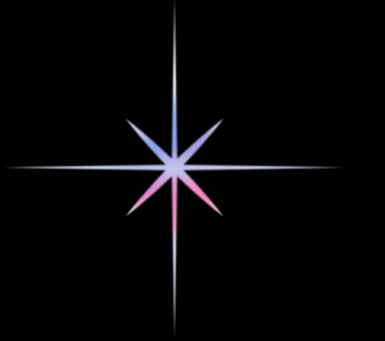
Economic Potential

Feasibility

- Backend APIs deployed via Render (free tier).
- PostgreSQL DB provisioned on Supabase/Render.
- Weather & PDF report APIs are light, fast, and modular.
- **Fully responsive** and tested on mobile + desktop.

Viability

- Each feature maps directly to reducing support load and improving customer retention
- SolarFlow can scale to **50,000+** users
- Modular feature rollout makes it easy to adopt for AUITS ops teams

Conclusion Summary

- SolarFlow is more than a ticket system it's a complete **solar care platform**.
- It **reduces downtime**, empowers users with data, and **automates** everything from chatbot support to maintenance reporting.
- With a weather-predictive system and smart ticket classification, SolarFlow can increase customer satisfaction by **50%+.**
- Let's power support with sunshine intelligence ☀

Team Details

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