

# REMEDY ACKNOWLEDGEMENT

## Project Abstract

Version 1.0



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## 1.0 Purpose of this document

This document provides an overview about the business need and the solution that can be provided to fulfil the objective.

## 2.0 Business Case

The need for best Customer experience proves to be most relevant whenever there is a query/support sought by them. This calls for a spot on workflow for any query/issue raised by the Customer and all the way till the feedback from the Customer is taken, upon resolution, keeping in mind the various sources through which the Query can be raised.

Considering these critical needs, a solution like “Remedy Acknowledgement” will be developed to automate the complete workflow of supporting customer in the process of creation of tickets, reading the emails and sending status update notifications to the customers.

## 3.0 Technologies Recommended

Front End	Java (HTML5,CSS3, JavaScript, Angular)
Middleware	Java (Spring, Spring MVC, Hibernate MVC , WEB API2)
Backend	Oracle/SQL Server

## 4.0 Hardware and Software Requirements

Technology	Hardware	Software
Java	Desktop PC with 8GB RAM	<ol style="list-style-type: none"><li>1. Node.js 10.15.1</li><li>2. Angular 5.0</li><li>3. Visual Studio Code 1.30</li><li>4. Eclipse IDE for Java EE Developers (Oxygen)</li><li>5. Maven 3.6.0</li><li>6. Tomcat 9</li><li>7. MySQL Community Server 8.0</li><li>8. MySQL Workbench 8.0.14</li><li>9. Putty</li><li>10. WinSCP 5.9.4</li><li>11. Oracle 11g express version</li></ol>

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## **6.0 References**

## **7.0 Change Log**