

Scalable CIS

**Integration of Service management with
Assigned Tasks Using Customer Interaction System**

Abstract

Most Customer Interaction Systems custom built and are quite rigid in information gathered from the users. They are also not scalable enough to meet the demand of growing companies.

This systems attempts to solve these issues by integrating a Flexible and Scalable NoSQL solution .

Modules

- Authentication

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Modules

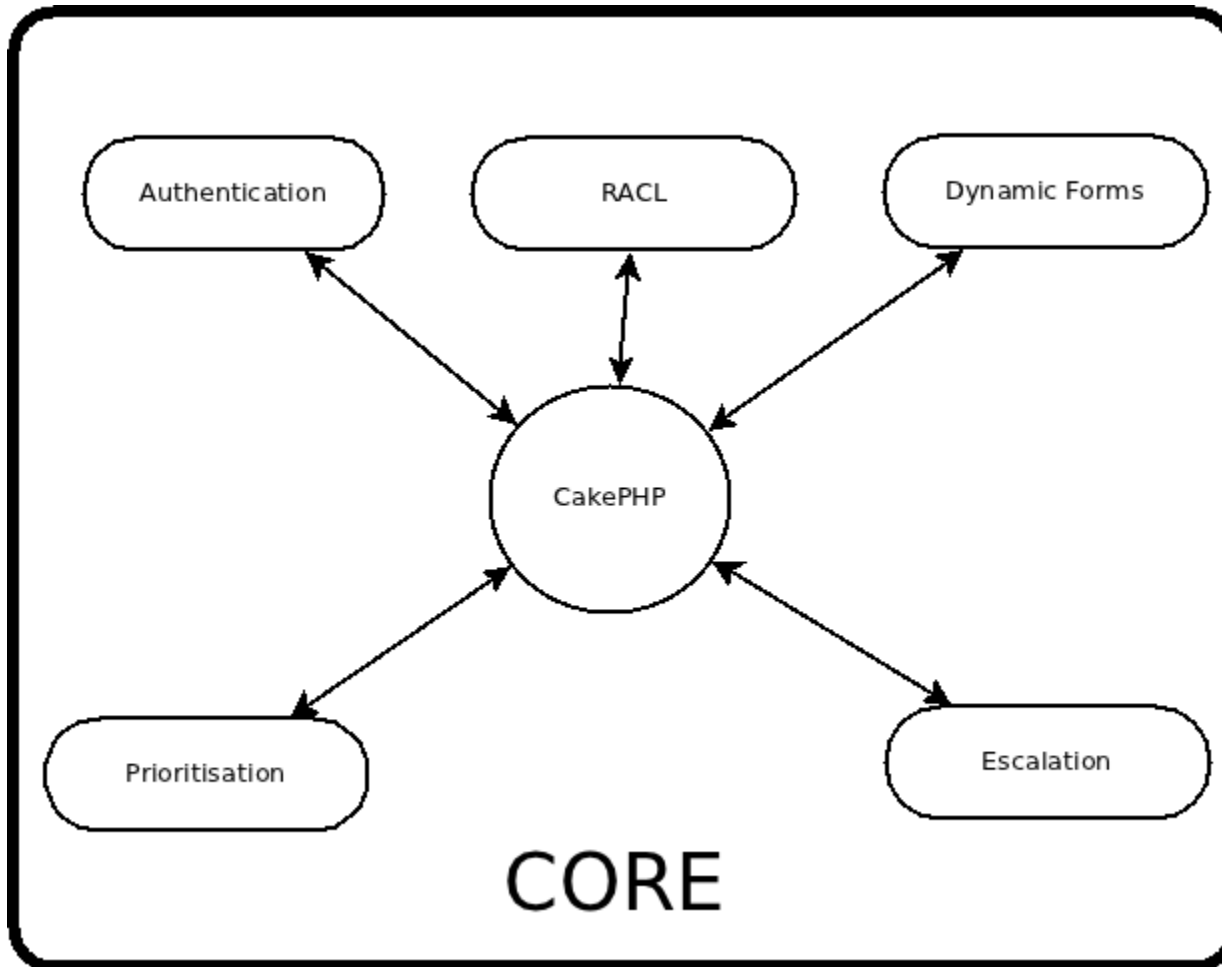
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- REST Interface
- Backbone based Ajax Client
- Mongo DB Models

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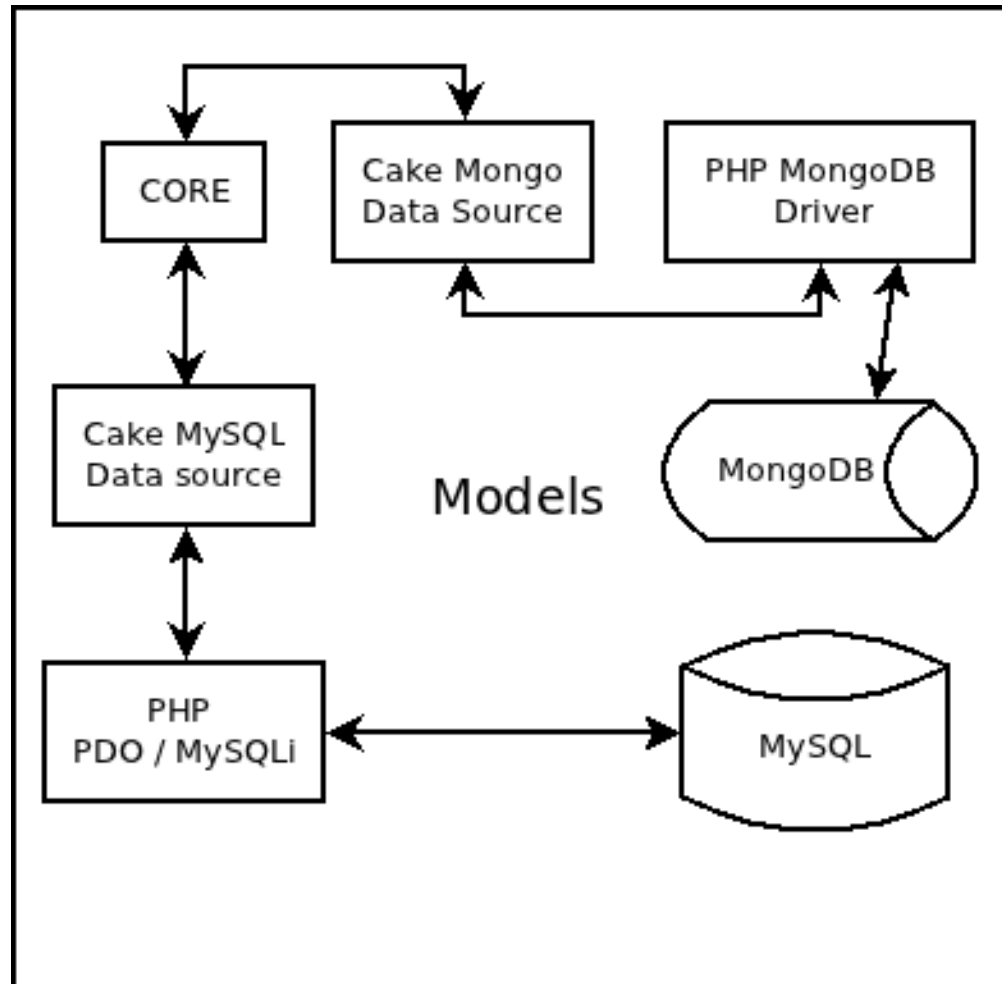
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- Dynamic Forms
- Prioritisation
- Escalation
- REST Interface
- Backbone based Ajax Client
- Mongo DB Models
 - MySQL Models

Architecture

Core:



Architecture Models



Thank You

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Guide:

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