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TEAM MANGOS X REGINA FOOD BANK

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DongYun Kim
Nikkita Khavronin
Swarnim Amit Kumar
Yi Xu

PROBLEMS & SOLUTION

- A high volume of calls and increasing call drops
- With the new CRM tool approaching to original system
- Introducing the new design system-Chatbot
- Allows users sign-up, sign in, book a hamper, and explore FAQs
- Better interact with Food Bank and put less stress on call center



CUSTOMERS



NorthStar Customers: long-term users of the food bank

They will be delightful to find the improvement of the food bank services.

Carryover Customers: one or two-time users

Satisfied with the design, other users are willing to choose that as well.

CONFIGURATION



API (Application programming interface)



Adapt the API to work on
WordPress or any other platforms





DEMO

References

- Chatbot GIF, <https://tenor.com/view/vutura-chatbot-ai-artificial-intelligence-gif-16357674>
- Customers icon, <https://flyclipart.com/customer-management-png-icon-free-download-customer-icon-png-681339>