**PROJECT OVERVIEW**

It is a web application developed using Java, MySql, Javascript, css, html that aims at addressing various technical issues reported by it’s customer. The project employs ticketing system for resolving the issue.

**PURPOSE**

The purpose of the project is to automate the process of issue resolving with minimal effort by providing easy to use interface in simplistic steps and spontaneous response generation with a provision of providing feedback.

**GOAL**

The goal is to provide fully functional application with all functionalities executing properly by exercising the service oriented architecture that would meet industry standards under the desired deadline.

**FLOW OF THE PROJECT**

There will be majorly two roles one is the admin and another one is the customer. Admin who is the main user of this application will see and check the claim, and if everything is appropriate admin will send the confirmation to the customer. Another role is that of customers who will claim the insurance from this platform and can view the list of policies he/she holds. And we also added tracking the claim status in customer’s dashboard.

**TEAM STRUCTURE**

**Frontend**

**Tilak sharma**

**Ritam sengupta**

**Karnam Harshawardhan**

**Backend**

Nutan Shukla

SKRamiz Hossain