

UML Customer Service Project

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Project Description

The purpose of this application is to provide a way for big companies with cellular customer service to provide a better customer service experience to their customers. **As it stands right now over the phone customer service is typically a nightmare for both parties as customers often have to spend unreasonable amounts of time being put on hold and oftentimes they aren't even taken to the right people that can solve their problems.**

Companies would buy our service for their customer service to be available on the customers application. The app will allow users to select from the list of companies that are partnered with the app, they will then input information that they have for said company such as: required documents, id numbers, policy numbers (insurance), claim ticket number, etc. The program will do a simple screening and pass it to the customer service center of the company they belong to so that they can better identify how to serve the users. Once the user has been sent to the proper wing of customer service they will be able to see the current users in line and the estimated wait time. Any documents of preparations needed or preferred before the representative call will be disclosed. The customers will then be sent a notification for when it is their turn to speak with a customer service representative. After accepting the invitation the customer service representative will call the customer.

The software will require a formal registration which will require the user to enter some real personal information or a small deposit (which will be returned) to prevent meaningless registration.







