



Government College of Engineering Karad

(An autonomous Institute of Government of Maharashtra)

Department of Mechanical Engineering

**A report on
Industrial Project**

at

Pratiti Technologies Pvt. Ltd. Pune

by

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Industry Project Details

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Title: Software for customer service management of a bank

Company Name: Pratiti Technologies Pvt. Ltd.

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Company Profile



Introduction

Pratiti was founded in 2015 to help global customers realize their innovations faster. Cloud technology, Artificial Intelligence, IoT and Mobility technologies driving disruptions in all businesses globally. Pratiti is becoming a partner of choice for technology partnership for outsourced product development (OPD) and digital solutions.

With a global presence in USA, India, Singapore, Germany and Switzerland, Pratiti is growing its reach to enterprises across industries. Pratiti team offers a unique blend of domain expertise along with technology craftsmanship. Under strong leadership team of Co-founders, Pratiti is already collaborating to build long lasting relationships

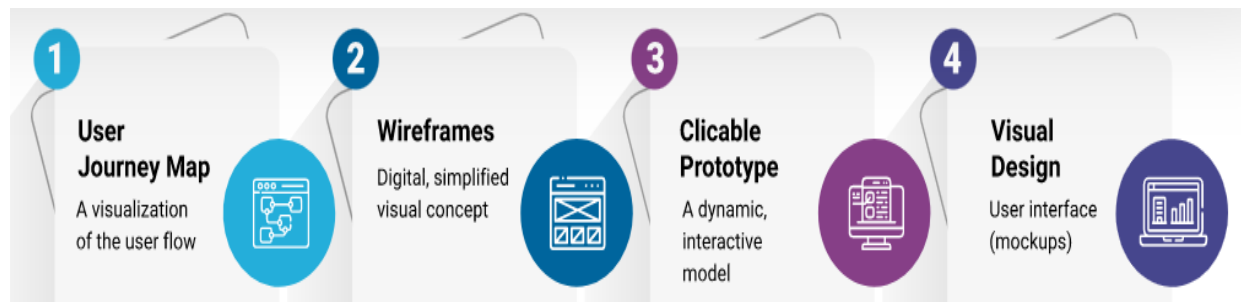
Services Offered

Innovations Services

Due to the pandemic, customers, employees, and the market have all undergone permanent changes. Ambitious companies will not try to build a bridge to the past but will accept disruption and use their investment to design a new future. Technological innovation is no longer 'essential' but has become a crucial strategic task in today's decision-making. With the right approach, companies can use innovative technologies to react quickly today, shape the journey to the future, and craft tomorrow's digital journeys today.

As we continue to overcome the uncertainty caused by the pandemic, the company must establish the 'next normal'. Companies can use innovative technologies to identify new ways to reach consumers and build resilience. Our technological innovation capabilities can help you develop a long-term vision, design the right solutions for your digital transformation journey, and ensure that your investment in today's innovation is a part of building tomorrow's competitive advantage.

4 Step UI/UX Design Process For Digital Experience & Design



User Journey Map (UX)

User Journey Map is a visualization of the user flow. It tells the story of the user's experience and puts the customer front and center in thinking.

Wireframes (UX)

Wireframes are digital, simplified visual concepts, they lay out the structure, hierarchy, and relationship between the elements that make up the product/software.

Prototype (UX)

A Prototype is an interactive model of the product. It gives the team valuable feedback and ensures the team can shape the final designs exactly meeting the product vision.

Visual Design (UI + Motion Design)

UI – designers create mock-ups which show how the app will look. It contains creating/choosing fonts, colors schemes, icons, shapes, buttons, screen elements sizes and proportions, illustrations and more. Motion Design means, as mentioned above, creating animations & screen transitions.

New Product Development Company

The world has changed, and digitalization has brought unprecedented opportunities and new sources of income for companies in all walks of life. Action must be taken immediately because if you don't, your competitors certainly will. What sets you apart is that you use innovative technologies as a power multiplier leveraging the capabilities of new product development solutions and services company that adds to your unique value for building customized software solutions.

With the intensification of market competition and the digital revolution of customer demand, high-quality products are far from enough. ISVs and tech enterprises need digital technology partners and new product development services to help them build excellent, innovative, and differentiated products. Whether it is developing customized software products, new product development solutions, or expanding product development services, organizations need technical partners with in-depth domain knowledge, effective process support, and a team that can deliver. As a leading software development company, we strive to be that technology partner in your digital journey and provide our clients with the best new product design and development services.

Product Definition

Helping the clients evaluate an idea and enhance it by building rapid POCS, MVPs and prototypes. The cross functional expertise across consulting, design, digitization, data, architecture, and engineering cultivates the culture of creating digital experiences that exceed customers' expectations.

Technology Architecture

The re-architecture approach brings functionality and data from costly, brittle legacy applications into Java and .NET business applications that are ready for digital innovation.

MVP Delivery

The leverage of solid experience in MVP systems and software development to provide customers with end to-end MVP development services, from initial business analysis to product delivery and launch to the market.

Vital Steps in Product Definition Service Process



Experience Canvas

An experience canvas helps clarify what problem the project is trying to solve, the customer you're solving it for, and what success looks like. It helps ensure the work being done is user-centered, technically sound, and makes sense for all the stakeholders.

Product Backlog (Definition)

The product backlog is the single definitive source for things that a group works on. The Product Backlog is the sign of the vision and the business case for the product. The backlog is comprised of Product Backlog Items (PBIs). PBIs can be anything from market necessities, to use cases, to particulars. At Pratiti we use User Stories widely to speak to the end client's point of view and construct item build-up.

Appearance UI & UX

A well-characterized UI/UX guarantees a frictionless and pleasant experience for the client. UX supports consumer loyalty by giving better convenience, openness, and delight in the communication with each part of an item.

Training Project Details

Introduction

We need a software for customer service management of a bank. This software will enable orderly service to the customers and avoid overcrowding at the counter. The software will be used from multiple stations having different responsibilities and will be controlled by manager. Token is the vehicle for service management.

Experiences

Customer :

A customer walks in a bank, goes to a token issuing station, selects a service from list of services that he can avail, presses generate token button, a token is printed which shows him Token Number, Token Generation time, Type of service, expected wait time.

He goes to waiting area and waits. When his token number is displayed on the display over counter, he goes to that counter, hands over his token and gets his service.

Manager:

A Manager Has to create/manage a services list that customers will choose from

A manager assigns services to counters that the counters will serve

A manager must designate at least one counter that is 'Catch all'. That means this counter will provide all services as against a counter where specified services will be provided.

Counter executive:

Counter executive has a station where he can press 'Next' and 'Serviced' buttons

When the counter executive presses one of the button, on the token display over his counter shows the token number that will be serviced on that counter, based on the services assigned to that counter by manager. On his station he sees the token number and the service to be provided.

Counter executive waits for 2 mins for customer to show up at his counter, if the

customer does not show up he presses 'next' button. If customer shows up, he provides required services and then presses 'serviced' button.

Other considerations:

As soon as Token is generated it gets an entry in token queue

Token gets chosen for getting served on 'first come, first served' basis, it is 'Called' token

Once the token is chosen to be serviced it cannot be chosen by another station

If the counter executive presses 'Serviced' button the token goes out of queue.

If the counter executive presses 'next' button, the token stays in queue.

A token gets called for maximum 3 times. The time between subsequent calls must be minimum 5 minutes. If it gets called fourth time, it moves out of queue

All meta data should be stored with token.

Token transition details

As soon as Token is generated it gets an entry in queue with status 'pending'

Token in status 'pending' or 'no show' get chosen for getting served on 'first come, first served' basis

A token in 'No Show' status can be chosen only if at least 5 minutes have passed since it came in that status.

Once the token is chosen to be serviced the token status changes to 'being served'

If the counter executive presses 'Serviced' button the status of token is changed to 'Serviced' and it's meta data is stored, when the token was announced, when the service was completed etc.

If the counter executive presses 'next' button, status of token will change to 'No Show' and it's meta data is stored.

If a token gets into 'No show' status for 3 times status changes to 'Abandoned' with it's meta data.