

Online Customer Service Center

Problem Statement:

- Call Centre Process: Within a call centre the main process is handling the telephone call.
- If Operator can give the customer all the information, they require during the call without passing it to someone else, then this is usually known as 'one and done'.
- The more calls that can be handled as 'one and done' the more efficient the process can be.

Road Map

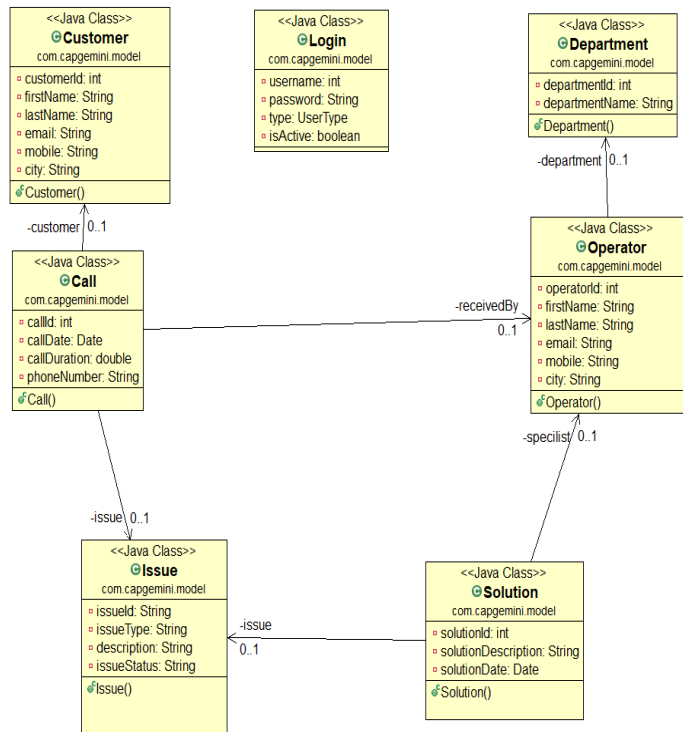
Application will be developed in following Sprints :

- Core Java +JPA with Hibernate
- Spring Boot + Rest Controller + JPA with Hibernate

Modules



Class Design



Service Interface:

