Customer Support Portal For a Telecommunications Company

This portal will serve as a platform for users to interact with customer support, report issues, and track the progress of their service requests.

Key Features:

1. **User Registration and Authentication:**
   - Allow users to register on the portal with their credentials.
   - Implement secure authentication mechanisms to protect user accounts.
2. **Service Request Management:**
   - Users should be able to raise service requests for issues they encounter with their telecom services.
   - Include categories for different types of issues (e.g., connectivity, billing, technical problems).
3. **Real-time Chat Support:**
   - Integrate a real-time chat system that enables users to communicate with customer support representatives.
   - Messages should be timestamped, and the chat history should be available for reference.
4. **Ticketing System:**
   - Implement a ticketing system to track and manage service requests.
   - Assign unique identifiers to each ticket for easy reference and tracking.
5. **Status Updates:**
   - Users should receive real-time updates on the status of their service requests.
   - Implement notifications or emails for important status changes, such as issue resolution or additional information needed.
6. **File Attachments:**
   - Allow users to attach relevant files or screenshots when reporting issues.
   - This feature helps customer support understand and resolve problems more efficiently.
7. **Knowledge Base Integration:**
   - Integrate a knowledge base or FAQ section that provides users with self-help resources.
   - Users can search for solutions to common problems before raising a service request.

8. **Security Measures:**
    - Implement security measures to protect user data and communication.
    - Use encryption for sensitive information, and regularly update security protocols.

Technology Stack:

- Frontend: React for building the user interface.
- Backend: Java for server-side development.
- Database: Use a relational database (e.g., MySQL, PostgreSQL) to store user data, service requests, and chat history.
- Authentication: Use JWT (JSON Web Tokens) for secure user authentication.

Potential Enhancements:

- Integration with CRM (Customer Relationship Management) systems.
- Automated responses for common issues using a chatbot.
- Mobile app version for on-the-go support.

This project not only allows the engineers to apply their Java FSD and React skills but also provides practical experience in building a customer-centric application for the telecommunications industry.