Assignment 5: Mini Project 4: Message Brokers and Data Streaming Applications

Objectives
This assignment engages you with design and development of microservices-based application that can collect, process, and analyze streaming data in real time.

Task
For fulfilling the task, you need to go into a role of a developer from the CRM system team.

CRM, or *Customer Relationship Management*, is a kind of business software that enables the organisations to automate and administer their interactions with the customers for higher efficiency and satisfaction.

A typical CRM system has variety of business functions, but your team is responsible for building the customer support and satisfaction component only. In particular, you will be developing and operating a channel for collecting, processing, and analyzing streams of data from or about the customers (such as capturing purchase history and patterns, gathering satisfaction assessment feedback, categorization and responding of customer complaints, or recommendation of products or services).

https://opportunityindia.franchiseindia.com/article/these-7-ways-can-enhance-the-customer-relationship-for-your-brand-10287

Requirements
Your system should be accessible, reliable, and beneficial for both the customers and the company employees.

You are expected to implement microservices architecture and event-driven inter-services communication over scalable messaging platforms.

The rest of the requirements are subject of your own team's decisions.

Notes
This mini project is graded with 15 study points. Peer reviews of other teams' projects bring additional 5 study points.

You may integrate your solution or parts of it in your exam project, as well.