



Super Nimble

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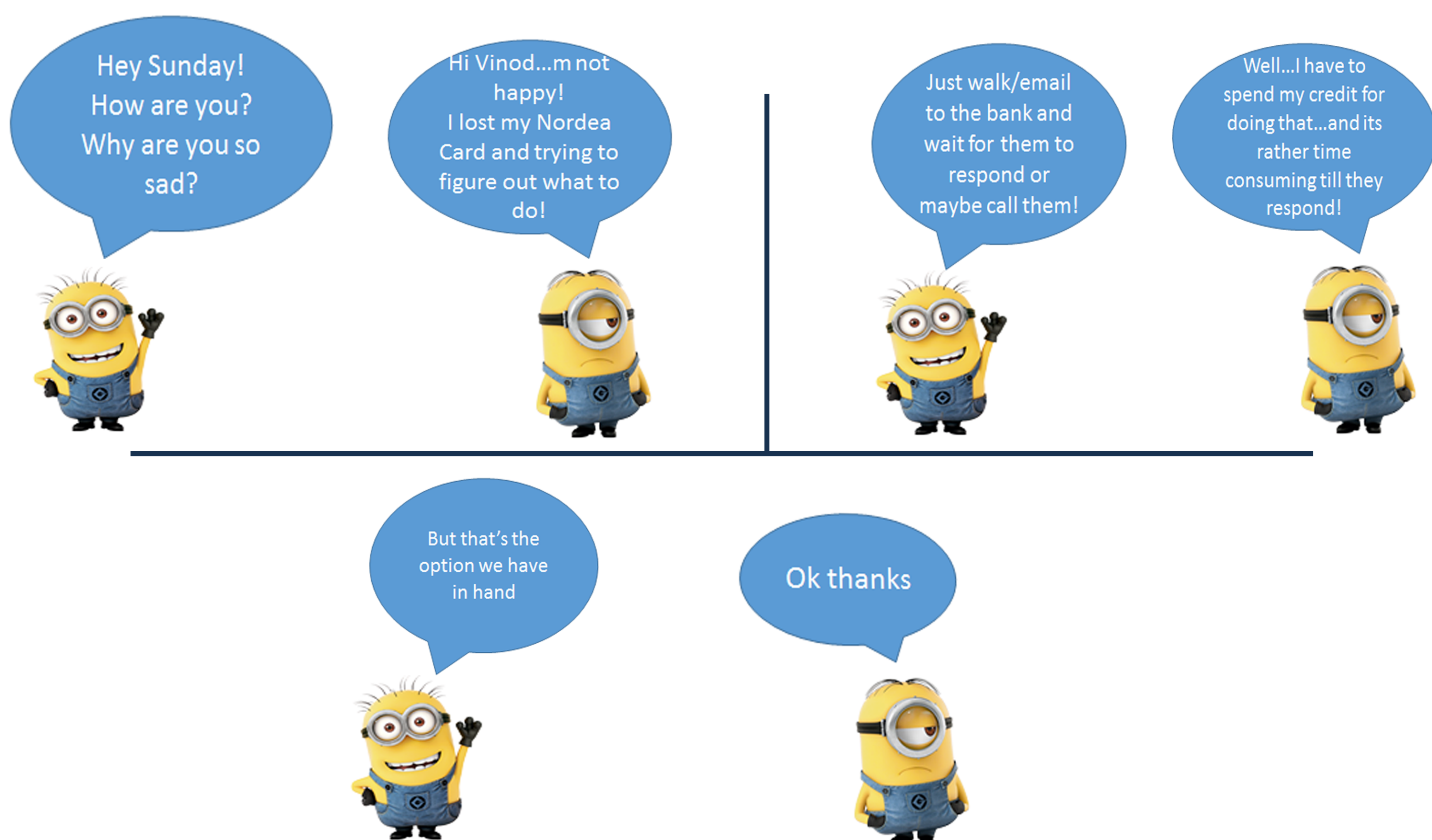
Microsoft Award Winner at
Skype University Hackathon 2015

Abstract

In today's technology driven world, customers need faster, better and easy solutions to their issues without spending out of their pocket. To retain the customer's innovation of the current process is a strategic approach.

In our approach, we value the time and money spent by the customers so we evolved this application where all the sectors are grouped under one big roof. The customer can select the service and go through the FAQ to resolve the issue or text chat from the application and get solution on the mobile or ask the support team to call them on his mobile. Due to the massive customer requests, we had integrated IVRS to notify the customer about the information of call back.

Problem



The above figure represents the conversation between the two people about the conventional way of customer support.

Working

Our application works with three main features.
1. FAQ 2. Call me 3. Text me

Firstly, the customer has to select the sector and the company name. Then select one of the above features to get their problem solved.

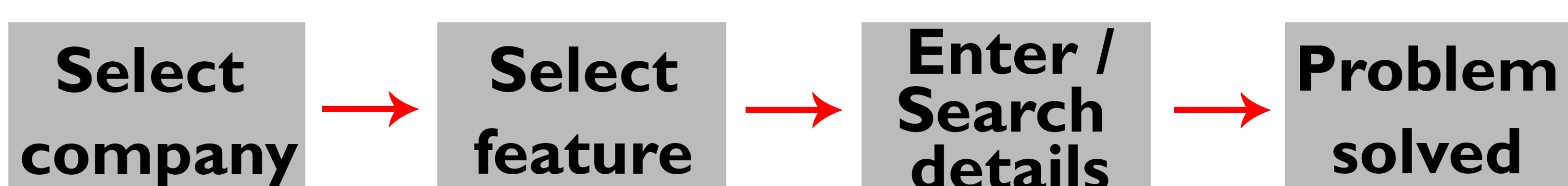
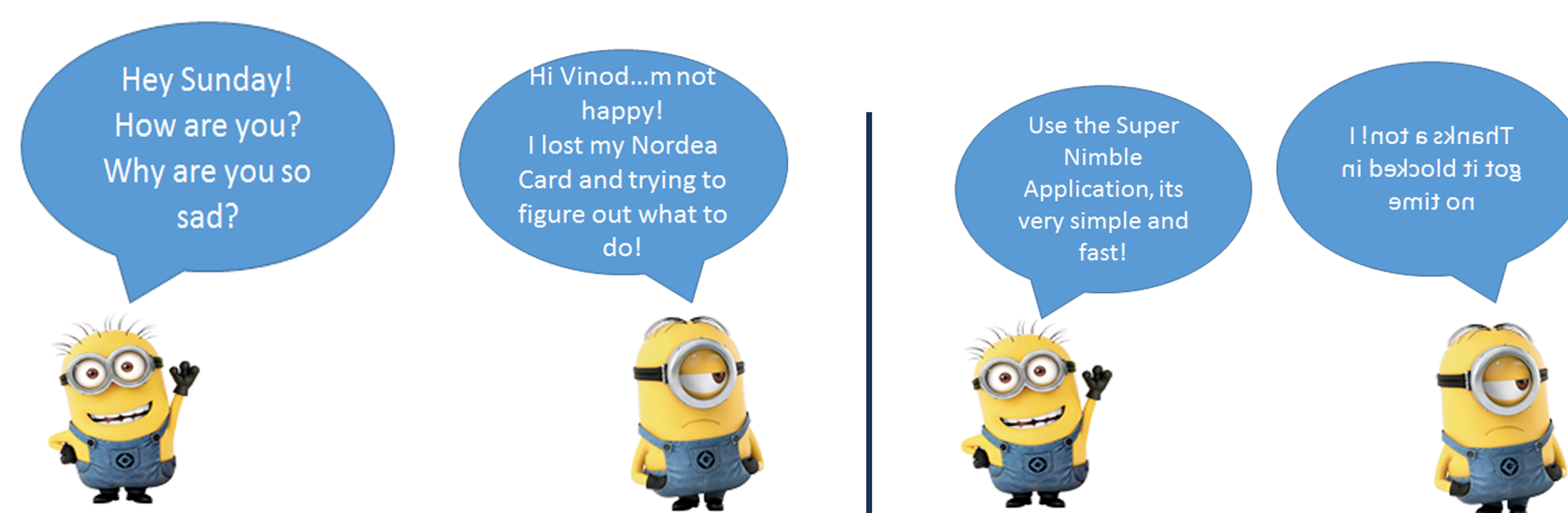


Fig: Super Nimble application work flow

Solution



The above conversation is our way of approach through "Super Nimble" application.

Who Benefits

The companies need to install the SAAS package of Super Nimble and use their existing support team. It's a win-win situation at both sides. It also promotes market visibility among most popular products/services.

Links

Client Application:

<http://supernimbleclient.herokuapp.com/>

Server Application *:

<http://smart-support-server.herokuapp.com/>

Bitbucket repositories*

[f /supernimble](https://www.facebook.com/supernimble)

* access will be given upon request mail to vinod.john@ut.ee