

# GIRIKSMS APP

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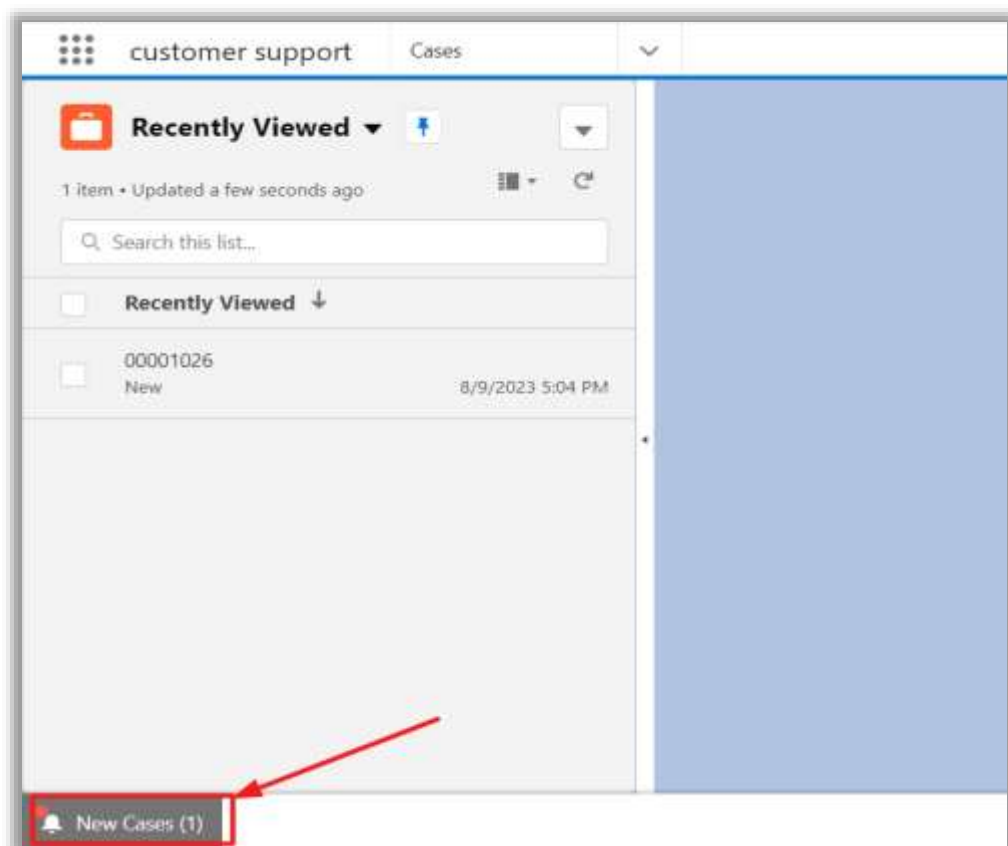
# 1. Notification-based customer support system to enhance the capabilities of your WhatsApp bot:

## a. User Interaction and Support Request:

When users interact with your WhatsApp bot some detail's or specific answers required, they have the option to request agent assistance.

## b. Case Creation:

Upon receiving a request from customer, a new support case is created. This case likely contains details about the user, their query, and any relevant context.

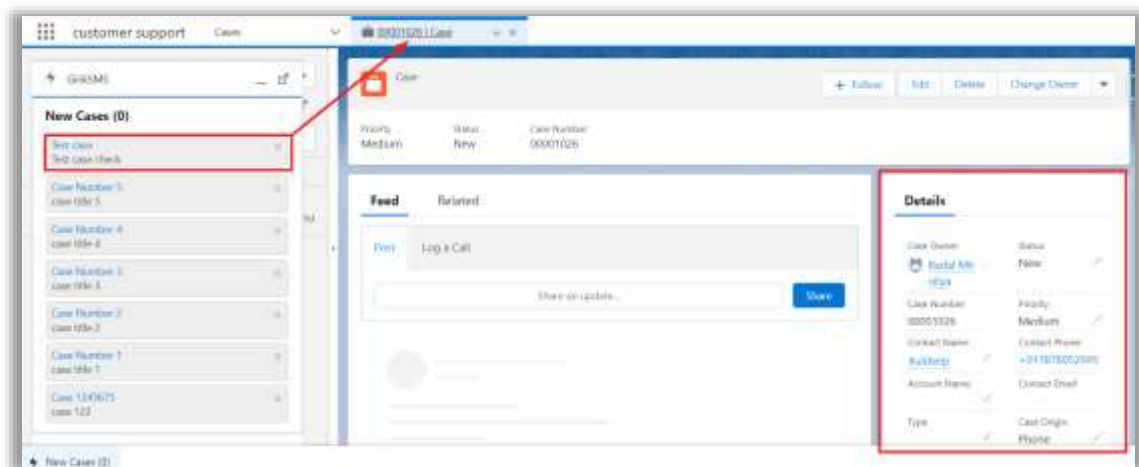


### c. Agent Notification:

Once a case is created, a notification is sent to the assigned agent. This notification shown to the agent's dashboard, indicating that there is a new support case that requires attention.

### d. Accessing the Case:

The assigned agent can access the details of the case from the customer support tab or a designated area within the support system. This tab likely displays information about the user, their query, and any prior interactions.



### e. Issue Resolution:

The agent can then review the case and resolve the customer's issue in a detailed and comprehensive manner.

### g. Case Closure:

Once the user confirms that their issue has been resolved or that they are satisfied with the provided solution, the case can be marked as closed. This helps in tracking the status of different cases and ensuring that all user queries are appropriately addressed.