

Centralized End User Support System using Rapid API and Firebase with BOT Framework

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Abstract: A Centralized customer support system is a software platform designed to manage and streamline customer interactions with a company. This system is typically used by customer service teams to provide support, handle inquiries, and resolve issues. The main objective of a centralized customer support system is to improve the overall customer experience and satisfaction by enabling prompt and effective communication between customers and the company. The system can include various features, such as a knowledge base, automated responses, live chat, and ticket management, all aimed at ensuring that customers receive the best possible service. A centralized customer support system is an essential tool for any business looking to enhance their customer service capabilities and build long-term relationships with their clients.

Keywords: Customer Support; Framework; API; Centralized; Centralized Cloud; Support System

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