

Case Study.

Corrective and evolutionary maintenance project.



The top half of the slide features a teal background with a stylized bar chart and a line graph. The bar chart has several vertical bars of varying heights, and the line graph has a series of connected dots with lines between them. A white curved line separates this teal section from the white section below.

Background

An AI-Powered Coaching Platform for Improving conversations that helps customer-facing teams have better conversations, create better customer experiences, and generate more revenue.



Business Objectives



Have a microservice that allows the management of notification emails to users in a centralized way, corrective and evolutionary development of the developed application, architectural support of solutions to improve experiences.



Solution



We developed a Ruby on Rail microservice connected to AWS that allows the management of notifications to platform users. Support is provided for incidents in production and incident management.



Results



- The client achieved the stabilization of communications sent to platform users and has the flexibility to configure notifications by type, frequency and users.