Case Study.

Corrective and evolutionary maintenance project.

huenei
IT services

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 Objetives

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.