Modern customer support portal powered by an agile business process

**Architecture overview**

The solution demonstrates a business process for monitoring and responding to customer feedback. This architecture shows how to easily connect multiple business systems to enable a nimbler customer support.

1. Customer submits feedback which is posted to a web endpoint.
2. The feedback is posted to Cognitive Services – Text Analysis API to extract sentiment and keywords from the feedback.
4. Send a text message to the customer thanking them for the feedback.
5. If the feedback has sentiment score less than 0.3 (lower score means the customer was unhappy), post the information to a Microsoft Teams channel so that a customer service rep can get in touch with the customer.

**Products**

- Text Analytics
- Microsoft Teams
- Dynamics 365