

2021 Final Year Customer Experience

Project Title: Develop a method for measuring customer experience.			
Company details: South African Post Office SOC Ltd, 20 Jeff Masemola Street, Pretoria, 0002			
Company background: The company is a state owned company that is mandated to deliver money, merchandise and messages for natural and juristic citizens of Republic of South Africa. Its scope is international.			
Project description: Develop an artificial intelligence solution on an appropriate open source platform to extract, analyse and display data for product performance, customer behaviour and customer sentiments. Any solution should be based on data including social media to determine and influence customer experience. Tasks: <ol style="list-style-type: none">1. Define project2. Develop a project proposal3. Develop a project plan4. Develop a model5. Generate alternative open source technology options6. Develop the preferred option7. Final report			
Industry mentorship:			
Industry mentor contact details:	Freddy Bokaba	Freddy.Bokaba@postoffice.co.za	012 407-7480
Project topic application process: <i>Submit your academic record via the stipulated e-mail address before 26 February 17:00.</i> <i>If your application is successful, we will provide feedback (by e-mail) to you before 5 March 17:00.</i> <i>When you receive no feedback by 5 March 17:00, your application is unfortunately unsuccessful.</i>			
Any other relevant information: Submit your academic record on your request to participate in the project.			