Project Design Phase-I
Proposed Solution

Date	18th october 2022
Project Name	Customer Care Registry
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Proposed Solution Template:

Project team shall fill the following information in proposed solution template.

S.No.	Parameter	Description
1.	Problem Statement (Problem to be solved)	This Application has been developed to help the customer in processing their complaints. To solve customer issues using Cloud Application Development.
2.	Idea / Solution description	Main idea is focus on customer feedback and Unique customer experiences are a key element of getting people to trust your application. Assigned Agent routing can be solved by directly routing to the specific agent about the issue using the specific Email. Automated Ticket closure by using daily sync of the daily database. Status Shown to the Customer can display the status of the ticket to the customer. Regular data retrieval in the form of retrieving lost data.
3.	Novelty / Uniqueness	Backup data in case of failures.It takes the time to find out customers' expectations. follow up on both positive and negative feedback you receive. Assigned Agent Routing, Automated Ticket Closure.
4.	Social Impact / Customer Satisfaction	Customers often join online way to communities to seek support from others when they encounter complaints. Some customers who receive good social support exhibit pro-social actions, such as assisting other members in trouble, giving valuable feedback about application, and recommend to others. Customer Satisfaction, Customer can track their status and Easy agent communication

5.	Business Model (Revenue Model)	As a customer service business (informally known as a call center or BPO), you'll be in charge of handling customer queries, offering support, and processing complaints on behalf of your clients. ● **Fixed package**: Whenever clients hire you to provide customer service for their business, they have to pay a fixed package cost. The amount is billed either annually, semi-annually or quarterly. ● **Customised packages**: Here, you set the costs for each client based on the services they require and the volume of customer queries/complaints you handle. ● **Commission-based**: In this model, your revenue is based on how many customer conversions you drive for the client.
6.	Scalability of the Solution	Customer support involves a commitment from all sides of the application to providing a great customer experience and quality services. The real goal of scaling customer service is providing an environment that will allow your customer service specialists to be as efficient as possible. An environment where they will be able to spend less time on grunt work and more time on actually resolving critical customer issues.