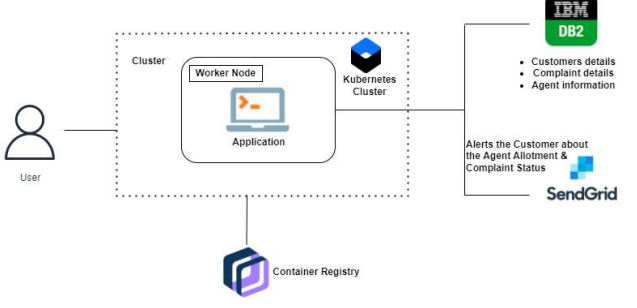


**Project  
Design  
Phase-I  
Proposed-  
Solution**

Date	19 October 2022
Team ID	PNT2022TMID39526
Project Name	Customer Care Registry
Maximum Marks	2 Marks

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

S.No.	Parameter	Description
1.	Problem Statement (Problem to be solved)	Customers present era expect instant communication with service departments. They, too, want immediate resolution to their concerns. This is without a doubt the first in a long list of common customer service issues that businesses must address.
2.	Idea / Solution description	Create a process that outlines the workflow of what an agent should do when he or she receives a customer query, with the goal of resolving it as quickly and efficiently as possible.
3.	Novelty / Uniqueness	<ol style="list-style-type: none"> <li>1. Treat your employees as your first customer</li> <li>2. Build an emotional connection with customers</li> <li>3. Get real (time) about feedback</li> <li>4. Focus furiously on individual customer needs</li> <li>5. Practice Social Listening</li> <li>6. Prove that you really, really appreciate your customers</li> </ol>
4.	Social Impact / Customer Satisfaction	An organization's main focus must be to satisfy its customers. This applies to industrial firms, retail and wholesale businesses, government bodies, service companies, nonprofit organizations, and every subgroup within an organization.

5.	Business Model (Revenue Model)	 <p>The diagram illustrates a cloud-native architecture. A <b>User</b> (represented by a person icon) interacts with a <b>Cluster</b>. Inside the cluster, there is a <b>Worker Node</b> (represented by a laptop icon) running an <b>Application</b>. The cluster is managed by a <b>Kubernetes Cluster</b> (represented by a blue cube icon). The application is connected to a <b>Container Registry</b> (represented by a blue cube icon). The application also interacts with <b>IBM DB2</b> (represented by a green square icon) and <b>SendGrid</b> (represented by a blue square icon). The SendGrid integration is used to alert the customer about agent allotment and complaint status. The database stores customer details, complaint details, and agent information.</p>
6.	Scalability of the Solution	<p>Select the appropriate technology stack.  Lay the groundwork for future expansion.  Create a strong infrastructure.  Simplify software deployment.  Prepare for whatever may occur.</p>