

Project Design Phase-I
Proposed Solution Template

Date	06 May 2023
Team ID	NM2023TMID10705
Project Name	Project - The IssueTracker: A Reliable Complaint Management System for Improved Customer Service

Proposed Solution for Issue Tracker:

S.No.	Parameter	Description
1	Problem Statement (Problem to be solved)	People visiting the Admin for their problems until the situation is resolved. The public could not save time and money by using this approach, and corruption in government offices can be eliminated.
2	Idea / Solution description	<p>We want to create a web application for a complaint management system where people can report problems with streetlights, water pipes leakages, and road renovation.</p> <p>To convert a manual compliance management system into an automated system.</p>
3	Novelty / Uniqueness	<p>The customers can raise the ticket with a detailed description, with his issue.</p> <p>A agent or service man will be assigned to the Customer raised issue to solve the problem.</p> <p>Whenever the Admin is assigned to a agent and the data will be updated in the database, Customers can view the status of the ticket till the service is provided.</p>
4	Social Impact / Customer Satisfaction	Its primary goal is to give a smart and simple method for registering complaints, tracking their complaints, and eliminating them via a web application,
5	Business Model (Revenue Model)	<p>Revenue model for a customer complaint system could be a subscription-based model.</p> <p>This model could offer different levels of subscription to businesses, depending on the size of their customer base and the number of complaints they receive.</p> <p>Businesses could pay a monthly or annual fee for access to the complaint system, and the level of subscription could determine the number of complaints they can submit or the level of support they receive.</p>

6	Scalability of the Solution	<p>It can handle a growing number of customers and transactions without slowing down or crashing.</p> <p>A scalable cloud Application system is one that can handle a growing amount of data and traffic without experiencing downtime or data loss.</p>
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