Project Design Phase-I
Proposed Solution Template

Date	25 September 2022
Team ID	PNT2022TMID34848
Project Name	Customer Care Registry
Maximum Marks	2 Marks

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)	The project is designed in a way to help businesses manage to keep a digital record of customer interactions and build a connection with the customers. Admin, User & Agent, where Admin will have the main control over the system. Admin will be responsible for maintaining the system and also, keeping a check on customer information, complaints, inquiry, Products details, etc.
2.	Idea / Solution description	In order to solve the issues of the customer, we proposed a user-friendly, flexible and effective system. The user can simply register to the system. In order to file a complaint, a user has to fill up details such as their contact details, complaint domain. Admin has an important role here; the admin is the one who can update the status of each complaint. The user can also view the history of their complaints where they can see the update of the status of their complaints.
3.	Novelty / Uniqueness	One of the major contributions of this project is the selection of different new features, which are capable enough to solve the customer's issues consistently.
4.	Social Impact / Customer Satisfaction	Customers get the insights they need to make and informed purchase. Customer satisfaction can increase and customer loyalty can improve. Customer service agents spend less time on routine tasks and answering commonly asked questions, enabling agents to do more meaningful tasks.

5.	Business Model (Revenue Model)	A free web application system that can be used by many any person, E-commerce website or other websites in order to satisfy the customers. It will be used by most of the students and also have high market value. It's quick and trustworthy.
6.	Scalability of the Solution	As this is a web application and uses cloud storage, additional features can be added often. Any number of people can register for the system.