CUSTOMER CARE REGISTRY

PROPOSED SOLUTION

TEAM DETAILS:

TEAM NUMBER: PNT2022TMID18048

COLLEGE NAME: MEPCO SCHLENK ENGINEERING COLLEGE

TEAM MEMBERS:

- R. PRAKASH
- JETSON CYRUS
- P. MARI SARAVANAN
- SELVA YOGIRAM

PROJECT DESIGN PHASE -I

PROPOSED SOLUTION

DATE	**2nd October 2022**
TEAM ID	**PNT2022TMID18048**
PROJECT NAME	**CUSTOMER CARE REGISTRY**
MAXIMUM MARKS	**2 marks**

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

SI No	PARAMETER	DESCRIPTION
1	Problem statement(Problem to be solved)	To solve the problem of the complaints from the customer with the help of cloud application.
2	Idea/solution description	The solution to the problem is by assigning an agent based on the complaint , the agent after solving customer problem can update the status in the email of customer, same in the database, feedback is asked to customer for service satisfaction.
3	Novelty/uniqueness	Chatbot for feedback and friendly service, automatic email and messaging service for customer notifications.

SI No.	PARAMETER	DESCRIPTION
4	Social impact/Customer satisfaction	Customers can get their problems solved easily with the help of agents solutions, efficient solution,trustable,reachable.
5	Business Model(Revenue model)	- Customer care maintainence system. - Key resources,support engineers. - Knowledge based channel,customer service 24/7. - Cost structures expresses cloud platform.
6	Scalability of the solution	The main scalability of the solution is introduce an chatbot for customer friendly service, response time for problem solving by agents must be efficient and quick.