

Project Design Phase-I Proposed Solution Template

Date	24 September 2022
Team ID	PNT2022TMID34857
Project Name	Project - Customer Care Registry
Maximum Marks	2 Marks

Proposed Solution Template:

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

S.No.	Parameter	Description
1.	Problem Statement (Problem to be solved)	The recruitment of customer care is solving customer problems that customers face in daily life. It helps you figure out how your product or service will solve this problem for them. The statement helps you understand the experience you want to offer your customers. It can also help you understand a new audience when creating a new product or service. A well-articulated customer problem statement allows you and your team to find the ideal solution for the challenges your customers face.
2.	Idea / Solution description	The proposed solution implements a cloud based web application as a problem. The details of the customer information will be embedded with the cloud storage. The administrator will fastly react to the queries and rectify them. The refund will be converted into the next fee of the customer. Thus the application satisfies customer queries and gives a proper solution.
3.	Novelty / Uniqueness	The refund will be converted into the next travelling fee of the customer.
4.	Social Impact / Customer Satisfaction	Customer Care Registry can provide fast, convenient customer support and immediately react to the customer queries.
5.	Business Model (Revenue Model)	This application can be linked with industrial organizations and could be used in their support format.
6.	Scalability of the Solution	As this is an web application and uses cloud storage ,any further enhancements in technology can be incorporated within this application.

