

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

Date	24 September 2022
Team ID	PNT2022TMID27076
Project Name	Project - 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)	To solve customer issues using cloud application development
2.	Idea / Solution description	Assigned agent routing can be solved by directly routing to the specific agent with specific email
3.	Novelty / Uniqueness	Assigned agent routing,Automated ticket closure,status provider,backup in case of data loss
4.	Social Impact / Customer Satisfaction	Customer satisfaction , Live update of their status ,Easy communication with the agent
5.	Business Model (Revenue Model)	Third party applications,agents,resources etc
6.	Scalability of the Solution	The main aim of this project is make your customer service agents to work as efficient as possible