**Project Design Phase – I**

**Proposed Solution**

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| Date | 19 September 2022 |
| Team ID | PNT2022TMID14584 |
| Project Name | Customer Care Registry |
| Maximum Marks | 2 Marks |

**Proposed Solution:**

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| **S. No.** | **Parameter** | **Description** |
|  | Problem Statement (Problem to be solved) | Customer care service plays a big part in any company’s business. They need to satisfy their customers by responding to their needs and queries. But the sheer number of queries generated makes it difficult for the staffs to respond to all the queries produced by several customers. |
|  | Idea / Solution description | To create a customer care registry that keeps track of very query until they are responded by a staff. |
|  | Novelty / Uniqueness | This is not a particularly unique idea as many people tried to develop it. Maybe not the exact same idea. |
|  | Social Impact / Customer Satisfaction | The company will be satisfied if they can satisfy most of their customers through their customer care service. |
|  | Business Model (Revenue Model) | We could provide this in a service based model and can charge the companies for maintaining their customer care registries. |
|  | Scalability of the Solution | The solution can be uniquely tailored to each company and can support the growing customer base of the company. |