# Proposed Solution

| S.No. | Parameter | Description |
|---|---|---|
| 1. | Problem Statement (Problem to be solved) | The problem or the problem statement to be solved is that *to solve user or customer queries* with a customer care registry cloud application. |
| 2. | Idea / Solution Description | Users or Customers should be able to log in to their accounts.<br><br>They should be able to raise tickets for their queries<br><br>The raised tickets should be able to flag for the status |

| | | The Agent should be able to connect with the customer or the user who raised ticket for better communication.

The queries should be used for the future conflictions as a answered ticket. |
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| 3. | User to User (or) Customer to Customer communication | The UI should allow users to share or reply to other users queries, enabling a vast environment of connections and communications. |
| 4. | ChatBots (or) Assistants | The customer care registry should also consist of chatbot or assistant that can keep track of the users query.

It should also be able to label the user queries as answered or not!.

The assistant should also be able to answer the users common queries. |

| 5. | The Flagging of the Queries | The queries or tickets raised by the customers or the users should be able to be flagged for the status reference. |
| 6. | Additional / Optional services | The additional may include the Mailing service whenever a solution or a reply has been posted for the user raised ticket or query.<br><br>The status of the query is to be updated by mail to the customer. |
| 7. | Simplistic UI | The user should be able to easily understand the UI and if not the assistant should guide the newbies about the UI. |

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