

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

Date	19 September 2022
Team ID	PNT2022TMID11356-1659321196
Project Name	Customer Care Registry
Maximum Marks	2 Marks

**Proposed Solution:**

S.No.	Parameter	Description
1.	Problem Statement (Problem to be solved)	Customer care involves looking after customers to best ensure a delightful interaction and satisfaction with a business as well as its goods, services, and brand.
2.	Idea / Solution description	To help the customer in processing their complaints. The customer can raise a ticket with the description of their issue.
3.	Novelty / Uniqueness	An agent will be assigned to the customer and help to resolve the issue. The customer will get an email alert regarding the same and the customer can also view the status of their ticket till the service is provided.
4.	Social Impact / Customer Satisfaction	Create a good bond between the customers and the product since they get their queries solved with less time
5.	Business Model (Revenue Model)	Revenue can be gained by the data usage and increases the customer
6.	Scalability of the Solution	Easy to implement as this is an updated version of the algorithm used in online deliveries