Project Design Phase-I

Date	30 September 2022
Team ID	PNT2022TMID42197
Project Name	Project - Customer Care Registry
Maximum Marks	2 Marks

Proposed Solution:

S.No.	Parameter	Description
1.	Problem Statement (Problem to be solved)	The purpose of this application is to assist customers in handling their complaints. Customers may submit a ticket with a thorough explanation of the problem. The customer will be assigned an Agent to address the issue. An email notice will be sent to the client each time the agent is assigned to that person. Before the service is rendered, customers can examine the status of their tickets.
2.	Idea / Solution description	User can register for an account. After the login, they can create the complaint with a detailed description of the problem they are facing. Each user will be assigned with an agent. They can view the status of the complaints and sends the email notification.
3.	Novelty / Uniqueness	1. An agent will be assigned to the Customer to solve the Problem. 2. User doesn't require to visit any office.They just need internet and device to book the Ticket. 3. Status shown to the Customer. 4. The ability of Customers to Cancel their booking. 5. The tracking method will keep updating you on the ticket processing and sends the Email alert.
4.	Social Impact / Customer Satisfaction	1. This is safe and secure. 2. It helps the customer to track their issues and an easy agent Communication. 3. Increases Customer Satisfaction. 4. This application act as an user friendly.

5.	Business Model (Revenue Model)	This is a safe and secure way to expand the business.
6.	Scalability of the Solution	To Provide 24*7 Customer care support.