

Project Design Phase-I

Proposed Solution:

S.No.	Parameter	Description
1.	Problem Statement (Problem to be solved)	The customer issues should be solved when They raise the ticket with a detailed description of the issue.
2.	Idea / Solution description	An Agent will be assigned to the Customer to solve the problem. Whenever the agent is assigned to a customer they will be notified with an email alert. Customers can view the Status of the ticket till the service is provided.
3.	Novelty / Uniqueness	User can register for an account. After the login, they can create the complaint with a description of the problem they are facing Each user will be assigned with an agent. They can view the status of their complaint.
4.	Social Impact / Customer Satisfaction	Customer experience can be recognized through social media and their satisfaction can be measured using Polls in the social media.
5.	Business Model (Revenue Model)	The financial benefit by using this model we can achieve the outcome within short span of time
6.	Scalability of the Solution	The solution is scalable and it will be provided By using Python, Flask , Docker and container registry.