

Project Design Phase-I
Proposed Solution

Date	19 September 2022
Team ID	PNT2022TMID00312
Project Name	Project – Customer Care Registry
Maximum Marks	2 Marks

Proposed Solution:

S.No.	Parameter	Description
1.	Problem Statement (Problem to be solved)	To create an application to solve the problems faced by the customers.
2.	Idea / Solution description	When the customer raises their ticket, the admin will assign an agent to the customer and it will be notified to the customer through email. the customer can see the status of the process and can have effective communication till the service is finished.
3.	Novelty / Uniqueness	An agent will be assigned to each user. They can view the status of their complaint and give feedback about the process.
4.	Social Impact / Customer Satisfaction	Customer can track their status with agent by having an effective communication and the problems of the customer is solved so that the customer will be satisfied with service provided.
5.	Business Model (Revenue Model)	*Customer relationship have full time customer support *Key partners are Third party applications, agents and customers.
6.	Scalability of the Solution	The application is built using recent technologies. An environment where they will be able to spend less time on grunt work and more time on actually resolving critical customer issues