

Proposed Solution

Customer Care Registry

Nandha College of Technology

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

		<p>The Agent should be able to connect with the customer or the user who raised ticket for better communication.</p> <p>The queries should be used for the future conflixtions as a answered ticket.</p>
3.	User to User (or) Customer to Customer communication	<p>The UI should allow users to share or reply to other users queries, enabling a vast environment of connections and communications.</p>
4.	ChatBots (or) Assistants	<p>The customer care registry should also consist of chatbot or assistant that can keep track of the users query.</p> <p>It should also be able to label the user queries as answered or not!.</p> <p>The assistant should also be able to answer the users common queries.</p>

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	<p>The additional may include the Mailing service whenever a solution or a reply has been posted for the user raised ticket or query.</p> <p>The status of the query is to be updated by mail to the customer.</p>
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.

Gomathi P

Vignesh R

Rahul Kumar S

Vijayananthan