Project Design Phase-I
Proposed Solution Template

Date	19 October 2022
Team ID	PNT2022TMID38567
Project Name	Proposed Solution
Maximum Marks	2 Marks

Proposed Solution Template:

Project team shall fill the following information in proposed solution template.

S.No.	Parameter	Description
1.	Problem Statement (Problem to be solved)	A Customer had occur a problem when they apply a ticket they need to recovery a solution or result .So the customer will contact a customer care for arise the issue. After the customer complaint, the company could identify that problem and solved this issue. Now the company wants to avoid these kinds of problems and technical issues So the company needs the customer satisfaction. This customer care registry helps to solve the issues and its find customer satisfaction.
2.	Idea / Solution description	Customer service solutions are products or services that businesses use to gain a deeper understanding of their customers' needs and expectations. They work to streamline and improve customer communications, therefore increasing customer satisfaction.
3.	Novelty / Uniqueness	Respond promptly. Know your product or service. Listen to your customers. Say thank you. Get to know your customers. Ask for feedback. Use the feedback you receive.
4.	Social Impact / Customer Satisfaction	Deliver personalized service on the most popular social media channels. Increase customer satisfaction and brand reputation by joining or starting conversations on the social channels preferred by each customer. Intelligently route social posts to the right agents or team.
5.	Business Model (Revenue Model)	A revenue model **dictates how a business will charge customers for a product or service to generate revenue**. Revenue models prioritize the most effective ways to make money based on what is offered and who pays for it

6.	Scalability of the Solution	Improve customer service practices and processes. Invest in better tools. Scale your self-service and knowledge base. Build a larger customer service team.