

PROJECT DESIGN PHASE-1

PROPOSED SOLUTION

TEAM ID : PNT2022TMID29305

PROJECT NAME : CUSTOMER CARE REGISTRY

DATE : 9th OCTOBER 2022

PROPOSED SOLUTION

✓ PROBLEM STATEMENT

This application has been developed to help the customers who are facing issues in their processing and their complaints

✓ SOLUTION DESCRIPTION / IDEA

A web application is created by using the front-end technologies like HTML, CSS, JS, BOOTSTRAP, and then the application is back-ended by using the back-end applications like PYTHON FLASK and for storing the queries and complaints of the customer, database IBM DB2 is used. The application created is uploaded to the IBM Cloud. The Admin is responsible for accepting all the issues , queries, complaints from the customer and the admin assigns a agent to the respective customer to resolve the customer's problem / complaint.

✓ UNIQUENESS / NOVELTY

Acceptance of phone calls, messages from message boxes from the customer.

✓ SOCIAL IMPACT / CUSTOMER SATISFACTION

This application helps the customers to track their complaint status, an agent is assigned by the admin to the respective customer to solve their issues.

✓ BUSINESS MODEL (REVENUE MODEL)

Providing better customer care service to the companies to rectify their defects in their products and build a healthy relationship with their customers.

✓ SCALABILITY OF THE SOLUTION

The scalability of the solution can be measured by the quality of service we provide to the customers and quick responses that the admin gets from the agents.