Project Design Phase-I
Proposed Solution Template

Date	09 october 2022
Team ID	PNT2022TMID44302
Project Name	Project – Customer Care Registry
Maximum Marks	2 Marks

Proposed Solution Template:

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

S.No.	Parameter	Description
❖	Problem Statement (Problem to be solved)	• Customer service exists to help customers with their needs and/or any problems that come up in doing business. It's the most important part of maintaining a good reputation as a business. • Think about all of the different outlets people can post negative reviews. The last thing you want as a business is to have negative reviews all over the internet or through word of mouth in your city. • Training your associates on proper ways to resolve customer complaints or problems needs to be a top priority if you are in the customer service industry.
❖	Idea / Solution description	• Our growing retail business is looking for a skilled problem solver to join our team as a Customer Service Representative. • We need an enthusiastic individual who can listen to customer service issues and then offer a unique and innovative solution to each problem. • The successful candidate for this role will have a strong command of the company's customer service policies, and be well-trained in product knowledge that can be critical for offering quick and accurate assistance to customers. • This may include education, previous job experience, certifications and technical skills.

❖	Novelty / Uniqueness	• At the Novelty Shop you will find unique products along with unique customer service. The shopping experience will be both enjoyable and exciting. • We will offer many unusual items not found elsewhere. We will constantly strive to offer new novelties and different products to our customers. • We already have established an agreement with Korean suppliers and have an agreement with a Canadian distributor that will handle all transport and customs related issues.
❖	Social Impact / Customer Satisfaction	• Customer satisfaction goes beyond just providing good products or offering great customer service. • It is the act of making customers feel good about their purchases. It is the idea of making customers feel valued. • It is the little things that businesses do that go beyond the bare necessities of customer service. • It is making sure that customers are happy with the products they buy, the experience they have, and the way they are treated
❖	Business Model (Revenue Model)	• In the Business Model Canvas, the Customer Relationships building block describes the type of relationships a business creates with different customer segments. • In short, these represent the set of actions a company needs to take in order to grow and maintain its customer base. • Customer relationships are designed around three major goals: customer acquisition, customer retention, and upselling. • The six most common types of customer relationships include dedicated personal assistance, personal assistance, self-service, automated services, communities, and co-creation. • One or several may exist in a single customer segment.

❖	Scalability of the Solution	• While attending to "customer-facing" processes is important, in the end – those are the internal processes of customer service that underlie and shape the overall customer experience you offer on the outside. • What information service agents have on a customer, • Where the bottlenecks are, • Who gets what requests and how long it process