

Project Design Phase-I
Proposed Solution Template

Date	19 September 2022
Team ID	PNT2022TMID32249
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
1.	Problem Statement (Problem to be solved)	To solve the issue raised by the customer and they can raise tickets with description. An agent will be allotted for the customer to solve problem and they will be notify with an email alert. Customers can view the status of the ticket till the service is provided.
2.	Idea / Solution description	Agent allotted will have direct contact with customer through email. Customer can track the status of the ticket.
3.	Novelty / Uniqueness	Status tracking, email alert, separate agent for each customer.
4.	Social Impact / Customer Satisfaction	Customer satisfaction, taking short time for solving issue, interaction with customer.
5.	Business Model (Revenue Model)	24/7 Service Support for Customers.
6.	Scalability of the Solution	Customers and Agents can scale.