Project Design Phase-I
Proposed Solution Template

Team ID	PNT2022TMID10753
Project Name	Project – Customer Care Registry using cloud computing.
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)	Today people started to using many online applications for shopping, buying medicines and foods. They facing many problems. They need to report their problems through customer care. Many problems will occur in that such as transferring customer calls, dealing with the angry customers, Lack of employee engagement, misunderstanding customer expectations, Hard to handle multi language customers, making customers wait too long. Irrelevant Chat to the query asked, Chat experiences like scripted, Poor quality of online chats, Employee burnout. To prevent these problems, we are designing a customer care registry using cloud computing.
2.	Idea / Solution description	An automatic chatbot will be available it chats with multiple language support and also give feedback while leaving. It will provide the history of call or product if needed. It will show the relevant offers and automatically connect the call to the employee 24/7. It will show the frequently asked queries in the dashboard, attractive emojis and screens are displayed.
3.	Novelty / Uniqueness	This solution has the uniqueness that we can chat in multiple language so that all people can able to communicate with their queries. It also has availability of connecting the call 24/7. Problem solved notification will be also provided.
4.	Social Impact / Customer Satisfaction	The customer care registry can be useful for people who had queries about their product and available in multiple language might be useful for all. They will not charge for of their customer care service and the problems can be solved quickly.
5.	Business Model (Revenue Model)	These registry will need not to install any application only internet is needed. Once they had search for the service it will automatically redirect to the dashboard and ask queries. It will not show any popups or ads. People can use it safely and easily.
6.	Scalability of the Solution	Customer care registry will cover the additional time zones if our customers are geographically dispersed. Further it will be encouraging more conversations Adding live chat support or phone call support. Improve the auto-replies for the customers.