

Project Design Phase-I
Proposed Solution Template

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|---------------|------------------------|
| Date | 19 September 2022 |
| Team ID | PNT2022TMID02771 |
| Project Name | 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 Create a Platform which helps Resolve Customer issues using Cloud |
| 2. | Idea / Solution description | The solution involves, creating a webapp that does proper matchmaking with the right experts based on issue at hand. |
| 3. | Novelty / Uniqueness | Webapp bootstrapped with features such attachments, voice chats, automated chatbot. and lots of QOL features, all present in a single application. |
| 4. | Social Impact / Customer Satisfaction | Tickets get resolved based on the priority which will be useful in solving critical issues. |
| 5. | Business Model (Revenue Model) | Prioritised tickets and support, matching with the right experts, help to generate stable revenue. |
| 6. | Scalability of the Solution | The Project is implemented using cloud so that it is highly scalable and can be used by multiple users based on the requirements. |