

Project Design Phase-I
Proposed Solution Template

Date	19 September 2022
Team ID	PNT2022TMID53249
Project Name	Customer Care Registry

Proposed Solution:

S. No.	Parameter	Description
1.	Problem Statement (Problem to be solved)	To solve customer issues using cloud application Development.
2.	Idea / Solution description	The solution to the problem is to give them a secure registry and proper human resource for clearing their queries. Those human resources can be allocated to the people by giving them directions through mail or messages. We can make people aware of simple problem's solutions by providing documentation of frequent problems.
3.	Novelty / Uniqueness	Assigned Agent Routing, Automated Ticket Closure, Status Shown to the customer, and Backup data in case of failures.
4.	Social Impact / Customer Satisfaction	Customer care registry can provide fast, convenient customer support and immediately react to the customer queries.
5.	Business Model (Revenue Model)	This application can be linked with industrial organization and could be used in their support format.
6.	Scalability of the Solution	As this is a web application and uses cloud storage, any further enhancements in technology can be incorporated within this application.