

Project Design Phase-I
Proposed Solution Template

Date	12 Nov 2022
Team ID	PNT2022TMID10757
Project Name	Project – Customer Care Registry
Maximum Marks	2 Marks

Proposed Solution Template:

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

Sl.No.	Parameter	Description
1.	Problem Statement (Problem to be solved)	People start using mobile phones often in order to gets update particularly all over the world. Not only for updating them and also for online shopping, bank transactions, etc. Though they using everything on mobile phones, they face many problems like delay during online transactions, lack of follow up, poor product or service etc. They need to solve their problems by informing customer care. To overcome the problems using edge computing, a customer care registry has been used.
2.	Idea / Solution description	An automatic helpdesk will be available in order to help the customers. It have the feature of Multilanguage support, which is a digital tool businesses use to automate help desk tasks, including ticket routing, escalation, alerts, and scripted responses. It will suggest the customers most related works and also if needed it will connect the call with the employee, anytime.
3.	Novelty / Uniqueness	This solution has the uniqueness that we can chat in multiple languages and also they can translate the corresponded text to their mother tongue. Not only educated people alone needed information about updates. In additional to that we providing this helpdesk with the feature of translation also. By using this, problem gets solved.
4.	Social Impact / Customer Satisfaction	Customer Care Registry can be useful for people who had queries of the products. It also has the feature of translating it to their own mother tongue. It will be done using edge computing
5.	Business Model (Revenue Model)	Any additional applications for this registry need not to be installed. Using internet alone this registry can be accessed and used. The privacy of the user have also been protected in this registry. So without any fear, one can use this registry safely.
6.	Scalability of the Solution	Customer care registry encourages more conversations. It will cover the additional time zones. Additional to that it have live support if also needed the customer can able to call to the user which simply represents phone call support also provided.