Project Design Phase-I
Proposed Solution

Date	24 September 2022
Team ID	PNT2022TMID08069
Project Name	Customer Care Registry
Maximum Marks	2 Marks

Proposed Solution:

Customer Care Registry is a web-based application with a platform of a typical "service center", this system provides online support to its customers on a 24×7 basis, where Admins can track the agent and the agent will track the issue of the customer.

S. No.	Parameter	Description
1.	**Problem Statement (Problem to be solved)**	• How might we sort and solve the issues posed by the customer? • How might we assign an agent for the issue raised? • How might we notify the tracking status of the customer?
2.	**Idea / Solution description**	• The detailed description regarding the issue should be collected from the customer and should be stored in a database. • The information, details, and efficiency of the Agents should be stored in a database. • Customers should be alerted regarding their agent and the current status of their issue through mail/phone calls through SendGrid. • These databases and SendGrid shall be accessed by the user via our application which runs in the Kubernetes cluster.
3.	**Novelty / Uniqueness**	• The customer can raise issues regarding any sector whether it can be a **Banking sector, Network sector, social issue, Product based, or political based.** • The updates and status of the issue will not only be shared through E-mail but also through **Phone calls and Messages or any other social media.**
4.	**Social Impact / Customer Satisfaction**	• The customer will be updated with every step carried out by the agent to resolve the issue. • One stop for all the issues.
5.	**Business Model (Revenue Model)**	When it comes to business models the application relies on the • **Subscription:** A user receives access to the application by paying a subscription fee on a monthly/annual basis, e.g., Netflix and Adobe products. • **Pay-per-use:** This pricing tactic is mostly used by different cloud-based products and services that charge you for the computing powers/memory/resources/time used.

6.	**Scalability of the Solution**	The scalability of the product is defined according to the use case by the company or the user who is going to use the customer care registry on their preferred domain.