Project Design Phase-I
Proposed Solution

Date	18 September 2022
Team ID	PNT2022TMID30144
Project Name	Project - Customer Care Registry
Maximum Marks	2 Marks

Proposed Solution :

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

S.No.	Parameter	Description
1.	Problem Statement (Problem to be solved)	To solve customer issues using Cloud Application Development.
2.	Idea / Solution description	Assigned Agent routing can be solved by directly routing to the specific agent about the issue using the specific Email. Automated Ticket closure by using daily sync of the daily database. Status Shown to the Customer can display the status of the ticket to the customer. Regular data retrieval in the form of retrieving lost data.
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 Satisfaction, Customer can track their status and Easy agent communication.
5.	Business Model (Revenue Model)	● Key Partners - Third-party applications, agents, and customers. ● Activities - Customer Service, System Maintenance. ● Key Resources - Engineers, Multi-channel. ● Customer Relationship - 24/7 Email Support, Knowledge-based channel. ● Cost Structure - Cloud Platform, Offices.
6.	Scalability of the Solution	All customers are prioritized based on SLA(Service Level Agreement) - Urgent, Moderate, Low.