

Ideation Phase Literature Survey

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| Team ID | PNT2022TMID30144 |
| Project Name | Project - Customer Care Registry |

1. Administrator Internal Routing

In the existing customer care registry application, the agent receives the tickets to solve the respective technical issues for the customer. Here the concept is, that the agent receives many kinds of issues in his single dashboard. The agent receives the tickets even though they are not specialized to solve the problem for the customer. For that problem, we need to identify the agent's particular skill set and we need to assign or route the tickets automatically to the agents. This problem is identified in the existing customer care registry application.

2. Delayed Response Automated ticket closing

In the existing Customer Care Registry application, the tickets are closed manually. Manually in the sense that the agent closes the ticket's status manually. This takes more manpower and consumes more time. Instead of closing the tickets manually, we can automate the process to close the ticket. The process will be, if the user doesn't make any response to the agent for a particular time period, then the tickets must be closed automatically. This automation process will save much time and we can use that manpower for any other purposes.

3. Status of the ticket shown to the Customer

In the old helpdesk system, if the customer or user makes a conversation via channels like Email or Livechat, the status of the ticket is not shown to the customer. This may cause the customer to overthink whether the ticket has been closed or not. And they may think a lot about whether the conversation had been closed or not.

4. In Case of System Failure in the Server Side from the Administration,Need for a Backup Retrival.

In the Existing Application of System,if the Administrator looses the control as in a case of a severe damage in the Computer Device.This may cause the flow damage to loose the data so retrival needs a database under the Internet browser for retrival of the account under consideration of the browser.And they may think to consider a good hope of data management and time management in case of such failures