

## Project Design Phase-I Proposed Solution Template

Date	20 October 2022
Team ID	PNT2022TMID10745
Project Name	CUSTOMER CARE REGISTRY
Maximum Marks	2 Marks

### Proposed Solution Template:

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

S.No.	Parameter	Description
1.	Problem Statement (Problem to be solved)	The process of entering the data for each bill is time-consuming, challenging, and prone to mistakes, according to customers who use their mobile phones for banking. As a result, we can easily assist clients by using the application.
2.	Idea / Solution description	This application's goal is to help customers resolve their issues. Customers can submit a ticket outlining the issue in detail. An Agent will be assigned to the Customer to handle the problem. Each time the agent is assigned to that person, an email notification will be sent to the customer. Customers can check the status of their tickets before the service is provided.
3.	Novelty / Uniqueness	Routing of the assigned agent, an automated system for closing tickets, displaying the customer's status, and data backup in case of errors.
4.	Social Impact / Customer Satisfaction	The assumption that businesses know what their customers want is improper. Instead, it's important to appreciate the viewpoint of the client by using methods like polling, focus groups, and customer surveys. By adopting these techniques to gain in-depth insights into what their customers want, businesses may better alter their services and products to meet or surpass client expectations.
5.	Business Model (Revenue Model)	<ul style="list-style-type: none"><li>• Third-party apps, agents, and clients are examples of Key Partners.</li><li>• Cost Structure Identifies Offices and Cloud Platforms.</li><li>• Activities held as Customer Service, System Maintenance.</li><li>• Key Resources support Engineers, Multi-channel.</li></ul>

		<ul style="list-style-type: none"> <li>Knowledge-based channels and 24-hour email support are provided for customer relationships.</li> </ul>
6.	Scalability of the Solution	<p>The main goal of scaling customer service is to create an environment that will allow your customer service employees to function as effectively as possible. A situation where they can devote more of their time to resolving crucial client issues rather than performing tedious activities.</p>