CUSTOMER CARE REGISTRY
DESIGN PHASE 01
PROPOSED SOLUTION

Date	24 September 2022
Team ID	PNT2022TMID47308
Project Name	Project - Customer Care Registry
Maximum Marks	2 Marks

PROPOSED SOLUTION

S.No	Parameter	Description
1.	Problem Statement	To solve customer complains using the cloud app development
2.	Idea/Solution description	Assigned Agent routing can be solved by directly routing to the specific agent about theissue 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 are third-party applications, agents and customers. • Activity held as customer service and system maintenance. • Key resource system engineers and multi channel. • Customer relationship have 24/7 Email support.
6.	Scalability of the Solution	The real goal of scaling customer service is providing an environment that will allow your customer service specialists to be as efficient aspossible.