Project Design Phase-I
Proposed Solution

Batch ID	B2-2M4E
Team ID	PNT2022TMID22548
Project Name	Customer Care Registry
Maximum Marks	2 Marks

Proposed Solution Template:

S.No.	Parameter	Description
1.	Problem Statement (Problem to be solved)	Customers who use their mobile phones for banking say that entering the information for each bill is time-consuming, difficult, and prone to errors. So by using Application we can easily solve and help the customers.
2.	Idea / Solution description	The purpose of this application is to assist customers in handling their complaints. Customers may submit a ticket with a thorough explanation of the problem. The Customer will be assigned an Agent to address the issue. An email notice will be sent to the client each time the agent is assigned to that person. Before the service is rendered, customers can examine the status of their tickets.
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	Businesses shouldn't presume to understand what customers want. Instead, it's critical to comprehend the consumer's perspective through making use of techniques like polling, focus groups, and customer surveys. Organizations can better adjust their services and goods to meet or exceed client expectations by using these methods to acquire in-depth insights into what their customers desire.
5.	Business Model (Revenue Model)	• Key Partners are Third-party applications, agents, and customers. • Activities held as Customer Service, System Maintenance. • Key Resources support Engineers, Multichannel. • Customer Relationship have 24/7 Email Support, Knowledge -based channel. • Cost Structure expresses Cloud Platform, Offices
6.	Scalability of the Solution	Creating an atmosphere that will enable your customer service representatives to work as efficiently as possible is the primary aim of

		scaling customer service. a setting where they can spend less time doing menial tasks and more time genuinely resolving important client issues