

Project Design Phase-I
Proposed Solution Template

Date	25 September 2022
Team ID	PNT2022TMID27825
Project Name	Customer Care Registry
Maximum Marks	2 Marks

Proposed Solution Template:

S.No.	Parameter	Description
1.	Problem Statement (Problem to be solved)	Customer care registry provides the efficient support to the customers in solving their problems or queries. When a customer has a simple query and does not like to spend much time researching or contacting a customer service for it, the customer care helps them in providing solutions for the frequently asked queries. When a customer buys things online, the customer care registry makes the customer feel comfortable and provides satisfaction.
2.	Idea / Solution description	In order to provide the customers the optimal solution to the issues raised by them, this system will analyze the frequently asked queries and based on that the service will be provided.
3.	Novelty / Uniqueness	The system developed should be able to answer any queries on various services. It addresses the queries of customers immediately and effectively in a cost efficient manner.
4.	Social Impact / Customer Satisfaction	The Customer Care registry will offer direct and effective communication between the user and the system in order to address any user satisfaction issues related to any services. It is intended to serve as the all-encompassing virtual assistant that enables clients to ask questions about problems without going to the store or calling customer support centres and to offer pertinent recommendations.
5.	Business Model (Revenue Model)	Clearing consumer inquiries by using this system will be a cost-effective approach. It does away with the necessity for a sizable agent workforce and even lessens the workload of the workers whose efforts may be put to better use elsewhere.