

Project Design Phase-I
Proposed Solution Template

Date	19 October 2022
Team ID	PNT2022TMID10772
Project Name	Project – Customer care registry
Maximum Marks	2 Marks

Proposed Solution Template:

S.No.	Parameter	Description
1.	Problem Statement (Problem to be solved)	In order to address the customer's concern, they can submit tickets with detailed descriptions. The customer will be assigned an agent to fix their issue and will be notified through email. Before the service is rendered, customers can examine the status of their tickets.
2.	Idea / Solution description	Assistant allotted will have direct contact with customer through email. Customer can track the status of the ticket.
3.	Novelty / Uniqueness	Status tracking, email alert, separate agent for each customer.
4.	Social Impact / Customer Satisfaction	Customer satisfaction, taking little time for solving issue, interaction with customer.
5.	Business Model	Its Support 24/7 Service for Customers.
6.	Scalability of the Solution	Customers and Assistants can scale.