CUSTOMER CARE REGISTRY

PROPOSED SOLUTION

TEAM DETAILS:

Team ID   : PNT2022TMID10731

College   : IFET College of Engineering

Department : ECE

MEMBERS:

- ✓ Aakash Raj A
- ✓ Akash A
- ✓ Dhinesh M
- ✓ Hariprasath C

PROJECT DESIGN PAHSE-1

PROPOSED SOLUTION

DATE	13 NOVEMBER 2022
TEAM ID	PNT2022TMID10731
PROJECT NAME	CUSTOMER CARE REGISTRY
MAXIMUM MARKS	2 MARKS

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

S.NO.	PARAMETER	DESCRIPTION
01	Problem Statement (Problem to be solved)	To address consumer challenges through the development of cloud applications.
02	Idea / Solution description	By sending the issue directly to the relevant agent using the specific Email, assigned agent routing can be resolved. Closing tickets automatically using the daily database sync. The status of the ticket may be shown to the customer via Status Shown to Customer. recovering missing data as part of routine data retrieval.
03	Novelty / Uniqueness	Routing of the assigned agent, automated ticket closure, customer status display, and data backup in case of errors.

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

S.NO.	PARAMETER	DESCRIPTION
04	Social Impact / Customer Satisfaction	Customer satisfaction, status tracking for customers, and simple agent communication.
05	Business Model (Revenue Model)	● Key Partners are Third-party applications, agents, and customers. Activities held as Customer Service, System Maintenance. ● Key Resources support Engineers, Multi-channel. Customer Relationship have 24/7 Email Support, Knowledge-based channel. ● Cost Structure expresses Cloud Platform, Offices
06	Scalability of the Solution	Creating an environment that will enable your customer service representatives to work as efficiently as possible is the real aim of scaling customer service. a setting where they can spend less time doing menial tasks and more time actually resolving important customer issues