

CUSTOMER CARE REGISTRY

PROPOSED SOLUTION



TEAM DETAILS:

Team No :PNT2022TMID10732
College Name :IFET COLLEGE OF ENGINEERING
Department :Electronics and Communication Engineering

PROBLEM MEMBERS :

- ☐ ABINASH.R
- ☐ DEVANATHAN.K
- ☐ ANBUSELVAN.R
- ☐ AJITHKUMAR.M



PROJECT DESIGN PHASE –I

PROPOSED SOLUTION

DATE	05 October 2022
TEAM ID	PNT2022TMID10732
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	Assigned Agent Routing, Automated Ticket Closure, Status Shown to the Customer, and Backup data in case of failures.

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S.NO.	PARAMETER	DESCRIPTION
04	Social Impact / Customer Satisfaction	Customer satisfaction, status tracking for customers, and simple agent-to-customer communication
05	Business Model (Revenue Model)	<ul style="list-style-type: none">● Third-party apps, agents, and clients are examples of Key Partners.● Activities classified under System Maintenance and Customer Service.● Engineers who support many channels are key resources.● Customer relationships include knowledge-based channels and 24-hour email support.● Cost Structure Identifies Offices, Cloud Platform

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

S.NO.	PARAMETER	DESCRIPTION
06	Scalability of the Solution	The main objective of customer service scaling is to create a working environment that enables your customer care representatives to be as productive as possible. a setting where they can spend less time doing menial tasks and more time genuinely resolving important client issues

Proposed Solution



Thank you