

# CUSTOMERCARE REGISTRY

PROPOSED SOLUTION



## **TEAM DETAILS:**

**Team No :PNT2022TMID10739**

**College Name :IFET College of Engineering**

**Department :ELECTRONICS & COMMUNICATION ENGINEERING (B.E)**

## **PROBLEM MEMBERS:**

- ✓ V.BALAJI
- ✓ R.BALAJI
- ✓ R.BALAKUMARAN
- ✓ K.KRISHNARAJ

# PROJECT DESIGN PHASE –I

## PROPOSED SOLUTION

DATE	24 October 2022
TEAM ID	PNT2022TMID10739
PROJECT NAME	CUSTOMERCARE REGISTRY
MAXIMUM MARKS	2 Marks

The proposed solution template must be filled up by the project team using the information listed below.

S.NO	PARAMETER	DESCRIPTION
1.	Problem Statement (Problem to be solved)	Employing cloud application development to resolve client difficulties.
2.	Idea / Solution description	Directly route the issue to the appropriate agent using the specific Email helps resolve assigned agent routing. Closing tickets automatically using the daily database sync. The customer's status for the ticket may be shown in the status shown to them option. Regular data retrieval, such as finding lost data.
3.	Novelty / Uniqueness	Routing of the assigned agent, automated ticket closure, customer status display, and data backup in case of errors.

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

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S.NO	PARAMETER	DESCRIPTION
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.

**THANK YOU**