**Project Design Phase-I**

**Proposed Solution Template**

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| Date | 19 September 2022 |
| Team ID | PNT2022TMID23421 |
| Project Name | Project – Customer Care Registry |
| Maximum Marks | 2 Marks |

**Proposed Solution Template:**

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

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| **S.No.** | **Parameter** | **Description** |
|  | Problem Statement (Problem to be solved) | Small scale B2C & B2B companies needs to manage its customer queries (ticket) raised every day without any hassles while resolving queries and managing customer needs instead of traditional customer ticket management system. Business nowadays needs more organised query resolution by identifying similar patterns and reducing similar ticket rates in the future. Unauthorised and authorised customer care registries are difficult to distinguish. Customers prefer single platform for raising all their queries. |
|  | Idea / Solution description | Customer Care Registry is a web application that facilitates the customers to raise their queries and get them resolved. Small-scale companies can manage their customer care registry through our platform. If a customer is facing any issue, he/she can raise their queries in single platform and keep track of these queries. The queries will be resolved directly by the agents in the respective company. |
|  | Novelty / Uniqueness | We provide multiple customer care services in single platform. So that customers have a single account for managing all their tickets. For simple queries we recommend them to use chatbot in our application. |
|  | Social Impact / Customer Satisfaction | Customers will utilize our platform in an effective way by resolving maximum number of queries. They share their thought in social media’s. |
|  | Business Model (Revenue Model) | Our application is built using latest technology where the performance and UI/UX designs are effective. Most of them prefer this platform for its ease of use and user friendliness. |
|  | Scalability of the Solution | With the help of the docker approach, our application can run on any end point devices. |