CUSTOMER CARE REGISTRY

PROPOSED SOLUTION

TEAM DETAILS

Team ID : PNT2022TMID10750

College : IFET college of engineering

Department : ECE

MEMBERS

- ✓ Blessed raj P
- ✓ Hariprasath G
- ✓ Anbarasu T
- ✓ Manikandan B

PROJECT DESIGN PHASE –I

PROPOSED SOLUTION

DATE	11.11.2022
TEAM ID	PNT2022TMID10750
PRIJECT TITLE	CUSTOMER CARE REGISTRY
MAXIMUM MARKS	2 Marks

S.NO.	PARAMETER	DESCRIPTION
01	Problem Statement (Problem to be solved)	To solve customer issues using Cloud Application Development.
02	Idea / Solution description	Directly route the issue to the appropriate agent using the specific Email helps resolve assigned agent routing. Automate Closing tickets 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.
03	Novelty / Uniqueness	Awarded Agent Routing, Automated Ticket Closure, Customer Status Display, and Data Backup in Case of Failures.

S.NO.	PARAMETER	DESCRIPTION
04	Social Impact / Customer Satisfaction	Customer satisfaction, the ability for customers to monitor their status, and simple agent communications
05	Business Model (Revenue Model)	❑ Third-party apps, agents, and clients are crucial partners. ❑ actions deemed to be customer service, Upkeep of the system. ❑ Engineers with key resources, multi-channel ❑ Email support is available 24 hours a day, 7 days a week for customer relations. ❑ Cost Structure Identifies Offices and Cloud Platform.

S.NO.	PARAMETER	DESCRIPTION
06	Scalability of the Solution	Offering a setting that will enable your customer service representatives to be as productive as possible is the true aim of expanding customer service. A setting where they can devote more of their time to genuinely resolving pressing customer issues rather than to tedious administrative tasks.

Thank You