CUSTOMER CARE REGISTRY

SOLUTION FOR ARCHITECTURE



TEAM DETAILS

TEAM NO : PNT2022TMID10762

COLLEGE NAME : IFET COLLEGE OF ENGINEERING

DEPARTMENT : ELECTRONICS AND COMMUNICATION ENGINEERING

TEAM MEMBERS

MOHANRAJ S
MOHAMED FAIZAL M S
GIRIDHARAN G
MOHAMED MUSHARAF M



PROJECT DESIGN PHASE - I

DATE	28.SEPTEMBER.2022
TEAM ID	PNT2022TMID10762
PROJECT NAME	CUSTOMER CARE REGISTRY
MAXIMUM MARKS	2 MARKS

PROJECT DESIGN PHASE-I (PROBLEM-SOLUTION)

CUSTOMER SEGMENT

CUSTOMER WHO CAN'T ABLE TO SOLVE THEIR PROBLEMS AND THE ONE WHO DON'T KNOW WHAT THEY ARE FACING

PROBLEMS

- APPLICATION THAT
 ALLOW THE CUSTOMER
 TO FIND THE SOLUTION
 FOR THEIR QUERIES.
- ABLE TO CATEGORIZE THEIR EXPENSE.
- FREE SOLUTION FROM THE PROVIDED AGENTS.
- QUERY CHAT BOX FOR 24/7 SERVICE.

TRIGGERS

CUSTOMER WHO CAN KNOW TO SOLVE THEIR SOLUTIONS

EMOTIONS

CUSTOMER CAN GET THE INFORMATION FROM THE HELP DESK

AVAILABLE SOLUTIONS

- BY READING THE GUIDELINES PROPERLEY.
- OFFER MORE
 SOLUTIONS AND GIVE
 MORER CHOICE TO THE
 CUSTOMER.
- COMMUNICATING PROPERLEY.

CUSTOMER

- APPLICATION WILL BE SUPPORTED BY ALL DEVICES.
- ALERT VIA E-MAIL,IF THE EXPENSE EXCEEDED THE LIMIT.
- INSIGHTS ARE PROVIDED IN THE GRAPHICAL WAY

BEHAVIOUR

- MAKE SURE THE
 CUSTOMER READ THE
 GUIDELINES PROPERLEY.
- MAKE SURE THEY FIND THE PROPER SOLUTION FOR THE QUERIES.

CHANNELS OF BEHAVIOUR

ALL CUSTOMER DATAS
 ARE SECURED AND
 UPLOADED IN THE
 CLOUD

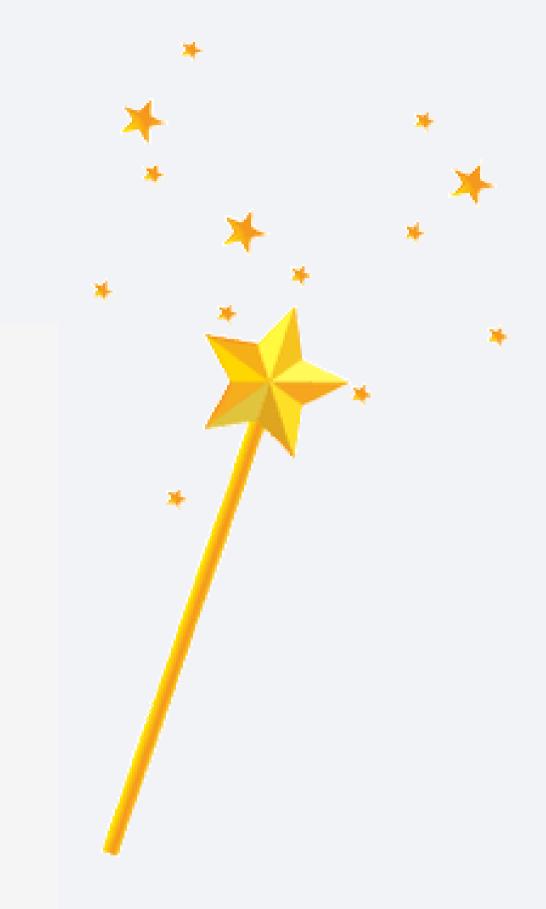
PROBLEM ROOT CAUSES

- LACK OF KNOWLEDGE
 ABOUT THE
 GUIDELINES OF THE
 PROBLEM.
- NOT READING THE GUIDELINES PROPERLEY

SOLUTION

- TO DESIGN A PERSONAL HELP DESK USING FLASK AND CLOUD COMPUTING.
- TO PROVIDE INSIGHTS
 ON CUSTOMER'S
 QUERIES IN A GRAPHICAL
 WAY.

THANK YOU /



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