CUSTOMER CARE REGISTRY

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

PROJECT DESIGN PHASE - I

S.NO	PARAMETER	DESCRIPTION
1	PROBLEM STATEMET	TO SOLVE CUSTOMER ISSUE USING CLOUD APPLICATION DEVELOPMENT
2	IDEA / SOLUTION	DIRECT ROUTING TO A SPECIFIC AGENT ABOUT THE ISSUE USING THE SPECIFIC E-MAIL CAN RESOLVE ASSIGNED AGENT ROUTING. AUTOMATED TICKET CLOSURE VIA DAILY DATABASE SYNC. THE STATUS OF THE TICKET CAN BE DISPLAYED TO THE CUSTOMER.

S.NO	PARAMETER	DESCRIPTION
3	NOVELTY	ASSIGNED AGENT ROUTING, AUTOMATED TICKET CLOSURE, STSTUS SHOWN TO THE CUSTOMER, AND BACKUP DATA IN CASE OF FAILURE
4	SOCIAL IMPACT/ CUSTOMER SATISFACTION	CUSTOMER CAN EASILY COMMUNICATE WITH THE AGENT AND THEY CAN TRACK THEIR STATUS

S.NO	PARAMETER	DESCRIPTION
5	BUISNESS MODEL	• CLOUD PLATFORM. • CUSTOMER SERVICE AND SYSTEM MAINTENANCE. • KEY RESOURCE SUPPORT ENGINEER, MULTI CHANNEL • 24/7 E-MAIL SUPPORT.
6	SCALABLITY OF THE SOLUTION.	TO PROVIDE AN ENVIRONMENT THAT WILL ALLOW THE CUSTOMER SERVICE TO BE AS EFFICIENT AS POSSIBLE. ENVIRONMENT WHERE THE CAN SPEND MORE TIME IN RESOLVING CUSTOMER ISSUES

THANK YOU