

CUSTOMER CARE REGISTRY

Proposed
Solution

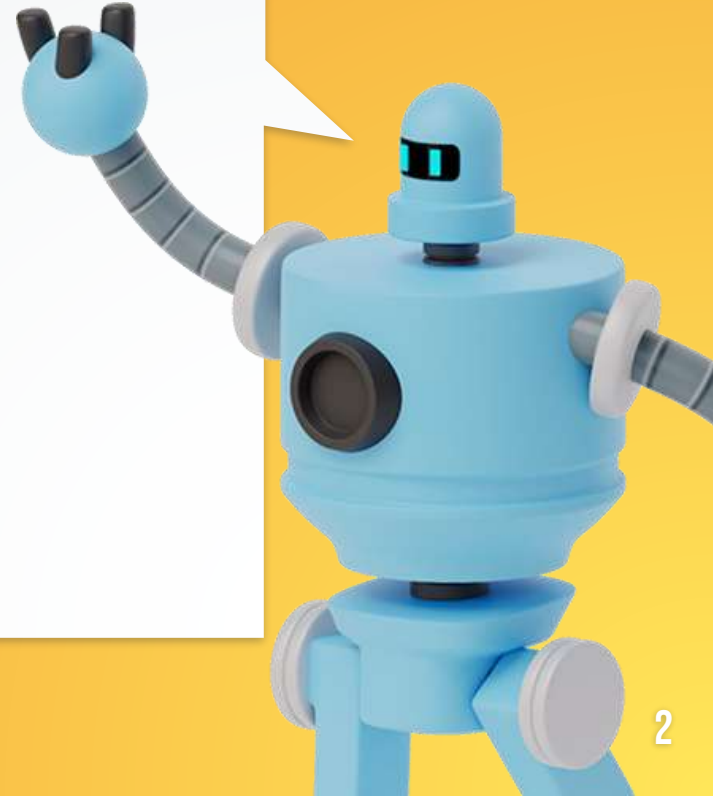


TEAM DETAILS

- Team No : PNT2022TMID10794
- College Name: IFET College of Engineering
- Department : Electronic and communication Engineering

TEAM MEMBERS

- VIGNESH D
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PROJECT DESIGN PHASE - 1

PROPOSED SOLUTION

DATE	8 November 2022
TEAM ID	PNT2022TMID10794
PROJECT NAME	CUSTOMER CARE REGISTRY
MAXIMUM MARKS	2 Marks

Project team can fill the following details in the proposed template

S.NO.	PARAMETER	DESCRIPTION
01	Problem statement	To analyse and solve the customer problem using cloud Application Development
02	Solution description	Allotted Agent routing can be resolved by directly routing to a dedicated agent about the issue using the email . Automated Ticket closure by using sync of the cloud database. Status shown to the customer can display the tickets to the customer
03	Novelty	Allotted agent , Agent Routing , Automated Ticket Closure

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S.NO.	PARAMETER	DESCRIPTION
04	Social Impact	Customer satisfaction , They can track the quires,
02	Scalability of the solution	The goal of the customer care service is to provide the platform that will allow the customer specialist to be efficient . And the solve the query with less time.

THANK
YOU

