

Project Design Phase-I Proposed Solution

Date	04 November 2022	
Team ID	PNT2022TMID53883	
Project Name	Customer Care Registry	
Maximum Marks	2 Marks	
S.No.	Parameter	Description
1.	Problem Statement (Problem to be solved)	To solve the customer complaints Using Cloud Application
2.	Idea / Solution description	<p>I . Customer Queries to the Support team through the website</p> <p>II . A ticket is given to the Customer</p> <p>III . When a agent reviews the query the customer is notified through email</p>
3.	Novelty / Uniqueness	<p>I . The whole application is containerized and Deployed in cloud</p> <p>II . Customer is given a unique Ticket</p> <p>III . Customer gets a email notification when a agent is assigned to the customer</p>
4.	Social Impact / Customer Satisfaction	<p>I . Customer gets notified when their query is reviewed</p> <p>II . No Clash between the customer and the Agent at the helpdesk</p>

5.	Business Model (Revenue Model)	I . Customer feedback is visible in the website which promotes the Company and in acieiving more clients
6.	Scalability of the Solution	I . Application can be expanded When more clients join the company and Quality of Service is also increased