Project Design Phase-I Proposed Solution

Date	15 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	I . Customer Queries to the Support team through the website

II . A ticket is given to the Customer

III . When a agent reviews the query the customer is notified through email |
| 3. | Novelty / Uniqueness | I . The whole application is containerized and Deployed in cloud

II . Customer is given a unique Ticket

III . Customer gets a email notification when a agent is assigned to the customer |
| 4. | Social Impact / Customer Satisfaction | I . Customer gets notified when their query is reviewed

II . No Clash between the customer and the Agent at the helpdesk |
| 5. | Business Model (Revenue Model) | I . Customer feedback is visible in the website which promotes the Company and in acieving 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 |