Project Design Phase-I
Proposed Solution

Date	16 October 2022
Team ID	PNT2022TMID06177
Project Name	Project - Customer Care Registry
Maximum Marks	2 Marks

S.No.	Parameter	Description
1.	Problem Statement (Problem to be solved)	User needs a way to register their complaints so that they can get a perfect solution.
2.	Idea / Solution description	This Application has been developed to help the customer in processing their complaints. The customers can raise the ticket with a detailed description of the issue. An Agent will be assigned to the customer to solve the problem.
3.	Novelty / Uniqueness	In this, each user or customer can describe their problems in a detailed manner. Then an agent will be assigned to the customer to solve the problem. Each user will be assigned with an agent and the agent will return back to the user with the solution. Users can track the status of their problems. Within a shorter period of time customers can get the proper solution for their problem.
4.	Social Impact / Customer Satisfaction	customer satisfaction leads to greater customer retention, higher lifetime value and a stronger brand reputation. In this project, all the customers are completely satisfied with our solutions.
5.	Business Model (Revenue Model)	This project can be added as a sub-module of any other project. By the way, it gives some revenue.
6.	Scalability of the Solution	This application can solve N number of users' problems simultaneously. Any user can use it at any time they want.