

Problem Statement

User needs a way to register their complaints so that they get a perfect solution.

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. Whenever the agent is assigned to a customer they will be notified with an email alert. Customers can view the status of the ticket till the service is provided.

Novelty and 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.

Customer Satisfaction

customer satisfaction leads to greater customer retention, higher lifetime value and a stronger brand reputation. In this, all the customers are completely satisfied with our solutions.

Business Model

Business can never succeed unless it figures out how to meet customer satisfaction needs. It is mandatory to understand the different types of customers' needs and then use them to enhance product design and features. with high customer satisfaction, we can achieve lot of benefits.

Scalability of Solution

Scalability is an aspect or rather a functional quality of a system, software or solution. A system that can accommodate expansion without hampering the existing workflow and ensure an increase in the output or efficiency of the process, is a scalable system. It is the SaaS solution. Software as a service (SaaS) is a software distribution model in which a cloud provider hosts applications and makes them available to end users over the internet. In this model, an independent software vendor (ISV) may contract a third-party cloud provider to host the application. Or, with larger companies, such as Microsoft, the cloud provider might also be the software vendor.