**Project Design Phase-I**

**Proposed Solution Template**

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| Date | 19 September 2022 |
| Team ID | PNT2022TMID02498 |
| Project Name | Project – CUSTOMER CARE REGISTRY |
| Maximum Marks | 2 Marks |

**Proposed Solution Template:**

Project team shall fill the following information in proposed solution template.

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| **S.No.** | **Parameter** | **Description** |
|  | Problem Statement (Problem to be solved) | To create an interface to land tickets to solve problems for the customers |
|  | Idea / Solution description | 1.creating webpage for logging in.  2.creating dashboard for customer support and for raising tickets.  3.status bar is created to show the progress of completion.  4.adding subproblems recommendations.  5.assigning technical support based on the availability of staffs. |
|  | Novelty / Uniqueness | Creating pre-planned problems(options) to make the technical team to understand the problem easier. |
|  | Social Impact / Customer Satisfaction | Adding star-based review to know how much accurately the problem is solved . |
|  | Business Model (Revenue Model) | 1.Checking timely status of the problem.  2.directing an email to the client regarding the ticket(opening and closing).  3.predicting the estimated time for solving the probem. |
|  | Scalability of the Solution | As the prescribed app runs on cloud server,scaling is flexible based on our customer over time ,hence scalable. |