**Project Design Phase-I**

**Proposed Solution Template**

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| Date | 24 September 2022 |
| Team ID | PNT2022TMID30045 |
| Project Name | Customer Care Registry Using Cloud Computing |
| 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) | * It is difficult to store such a large amount of informations without overloading traditional computer systems. * It is difficult to protect great volumes of digital data when it is being stored. * The resources required to constantly manage and maintain digital data accurately can be expensive. |
|  | Idea / Solution description | * The focus is on helping customers solve problems or answer questions before purchase, either in a self-serve fashion or via the customer. |
|  | Novelty / Uniqueness | * Help desk and customer support software.      * Ability to engage others in conversations. * Help your agents with technology. |
|  | Social Impact / Customer Satisfaction | * Verfication of effectivness. * Giving valuable information and clear response to the customer about the queries. * Fulfiling the customer needs. * Response from our employees in on-time. |
|  | Business Model (Revenue Model) | * Resource and capabilities. * Service provision. * Service innovation activities * competitive forces. * Interactive voice and response system. |
|  | Scalability of the Solution | * System can increase performance and subsequently cost. * Response to charges in customer demand. * Build a larger customer service team. * Customer support team efficient. * Improve customer service practices and processes. |