

IBM PROJECT



# CUSTOMER CARE REGISTRY

A user-friendly virtual agent



# AGENDA

- Introduction
- Team Details
- Project Design Phase 1 (Problem Solution Fit)
- Conclusion



# INTRODUCTION

An online comprehensive Customer Care Solution is to manage their customer interaction and complaints with the Service Providers over phone or through messages and e-mail. The system should have capability to integrate with any Service Provider from any domain or industry like Banking, Telecom, Insurance, etc.



# TEAM DETAILS

Team No: PNT2022TMID02887

College Name: SRI KRISHNA COLLEGE OF  
ENGINEERING AND TECHNOLOGY

Department: INFORAMTION TECHNOLOGY



## TEAM MEMBERS:

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# PROJECT DESIGN PHASE 1 (PROPOSED SOLUTION)

DATE	04.10.2022
TEAM ID	PNT2022TMID02887
PROJECT NAME	CUSTOMER CARE REGISTRY
MAXIMUM MARKS	-----



# PROJECT DESIGN PHASE 1 (PROBLEM SOLUTION FIT)

SI.NO	PARAMETER	DESCRIPTION
1	Problem Statement (Problem to be solved)	To solve customer issues using Cloud Application Development.
2	Idea / Solution description	Assigned Agent routing can be solved by directly routing to the specific agent about the issue using the specific Email. Automated Ticket closure by using daily sync of the daily database. Status Shown to the Customer can display the status of the ticket to the customer. Regular data retrieval in the form of retrieving lost data.
3	Novelty / Uniqueness	Assigned Agent Routing, Automated Ticket Closure, Status Shown to the Customer, and Backup data in case of failures.

4	Social Impact / Customer Satisfaction	Customer Satisfaction, Customer can track their status and Easy agent Communication.
5	Business Model (Revenue Model)	<ul style="list-style-type: none"> <li>• Key Partners are Third-party applications, agents, and customers.</li> <li>• Activities held as Customer Service, System Maintenance.</li> <li>• Key Resources support Engineers, Multi-channel.</li> <li>• Customer Relationship have 24/7 Email Support, Knowledge-based channel.</li> <li>• Cost Structure expresses Cloud Platform, Offices</li> </ul>
6	Scalability of the Solution	The real goal of scaling customer service is providing an environment that will allow your customer service specialists to be as efficient as possible. An environment where they will be able to spend less time on grunt work and more time on actually resolving critical customer issues



**THANK YOU**