

Project Design Phase-I

Proposed Solution Template

Team ID	PNT2022TMID04476
Project Name	Customer Care Registry
Maximum Marks	2 Marks

Proposed Solution Template:

S.no	Parameter	Description
1.	Problem Statement (Problem to be solved)	To address client concerns through the development of cloud applications.
2.	Idea / Solution description	By sending the issue directly to the relevant agent using the specific Email, assigned agent routing can be resolved. Closing tickets automatically using the daily database sync. The customer's status of the ticket may be shown in the status shown to them option. routine data retrieval, such as finding lost data.
3.	Novelty / Uniqueness	Routing of the assigned agent, automated ticket closure, customer status display, and data backup in case of errors.
4.	Social Impact / Customer Satisfaction	Customer Satisfaction, Customer can track their status and Easy agent communication.
5.	Business Model (Revenue Model)	Third-party apps, agents, and clients are examples of Key Partners. Activities classified under System Maintenance and Customer Service. Engineers with key resources for assistance, multi-channel. Customer relationships include knowledge-based channels and 24-hour email support.
6.	Scalability of the Solution	Creating a setting that will enable your customer service representatives to work as efficiently as possible is the true objective of growing customer service. a setting where they can spend less time doing menial tasks and more time genuinely resolving important client issues