

Project Design Phase-I

Proposed Solution

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| Team ID | PNT2022TMID04475 |
| Project Name | Customer Care Registry |

| S.no | Parameter | Description |
|------|---|---|
| 1. | Problem Statement (Problem to be solved) | To solve customers queries using cloud application |
| 2. | Idea / Solution description | <ul style="list-style-type: none">➤ Direct routing of issues can be solved by sending emails.➤ Automated ticket closure by daily sync of daily database.➤ Regular data retrieval.➤ Showing up the status to customers |
| 3. | Novelty / Uniqueness | Assigned Agent Routing, automated ticket closure, customer status display, and data backup in case of failures. |
| 4. | Social Impact / Customer Satisfaction | <ul style="list-style-type: none">• Customer Satisfaction• Customer can track their status• Agent communication. |
| 5. | Business Model (Revenue Model) | <ol style="list-style-type: none">1. Key Partners are Third-party applications, agents, and customers.2. Activities held as Customer Services, System maintenance.3. Key Resources support Engineers, Multi-channels.4. Customer Relationship have 24/7 Email Support, Knowledge-based Channel.5. Cost Structure expresses cloud platform, offices. |