

**Project Design Phase-I**  
**Proposed Solution**

Date	06 November 2022
Team ID	PNT2022TMID29270
Project Name	Customer Care Registry
Maximum Marks	2 Marks

**Proposed Solution:**

S.No.	Parameter	Description
1.	Problem Statement (Problem to be solved)	Satisfying the Customer's Problem Efficiently through Email.
2.	Idea / Solution description	Customer Care Solution is to manage customer interaction and complaints with the Service Providers through e-mail and all the complaint details will be stored in Cloud. The system should have capability to integrate with any Service Provider from any domain or industry like Banking, Telecom, Insurance, etc. Customer Service may be provided by a Person or Sales & Service Representatives Customer Service is normally an integral part of a company's customer value proposition. One of the best ways to offer a more personal customer experience is using the customer's name when talking with them through email, or when coming up with customer surveys. A friendlier approach that doesn't feel forced humanizes the consumer-business interaction. Using a friendly, informal, or familiar tone and style of writing using a personalized email to send the message instead of a generic corporate one ("john@business.com" instead of just "brandname@business.com").
3.	Novelty / Uniqueness	Actively Ask for Customers Feedback and sharing their feedbacks to all the agents which helps to solve the Customers problem.
4.	Social Impact / Customer Satisfaction	Customer can send their problem in their native language so they can create good bond between Customer and an Organisation.
5.	Business Model (Revenue Model)	CX is an integral part of Customer Relationship Management (CRM) and the reason why it's important is because a customer who has a positive experience with a business is more likely to become a repeat and loyal customer.

		Customers can rate companies with a high customer experience score (i.e. 10/10).
6.	Scalability of the Solution	Even though it is a brand or Customer's fault, the agent will give a correct solution to the Customers.