

Project Design Phase-I
Proposed Solution Template

Date	19 OCTOBER 2022
Team ID	PNT2022TMID20462
Project Name	CUSTOMER CARE REGISTRY
Maximum Marks	2 Marks

Proposed Solution Template:

S.No.	Parameter	Description
1.	Problem Statement (Problem to be solved)	This Application has been developed to help the customer in processing their complaints.
2.	Idea / Solution description	An web application is created using frontend technologies like HTML, CSS, JS, BOOTSTRAP and for backend python Flask and for database IBM DB2 is used. The application is pushed into IBM Cloud. The admin is responsible for accepting the issues from the customers and assign an agent to the respective customer and the agent solves the issue.
3.	Novelty / Uniqueness	An social media page is created so that the customer can reach out the easily
4.	Social Impact / Customer Satisfaction	It helps the customer to track their issues. For each customer an agent will be assigned so that he/she can easily solve their issues.
5.	Business Model (Revenue Model)	By providing this service to the companies for better customer support.
6.	Scalability of the Solution	It can be measured by the quality of the services we provide, quick response for the issues from the agents we have