

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

Date	19 September 2022
Team ID	PNT2022TMID21392
Project Name	Project – Customer Care Registry
Maximum Marks	2 Marks

**Proposed Solution Template:**

Project team shall fill the following information in proposed solution template.

S.No.	Parameter	Description
1.	Problem Statement (Problem to be solved)	Issues faced by the customers because of delay in finding appropriate site for seeking help from particular admin.
2.	Idea / Solution description	We can directly route to the particular agent about the issue using the specific email to solve the assigned agent routing. 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	Mediator time is lessened since customer can track their status directly hence customer satisfaction is achieved.
5.	Business Model (Revenue Model)	Applications, agents, and customers. <ul style="list-style-type: none"><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.