

Project Design Phase-I
Proposed Solution

Date	03 October 2022
Team ID	PNT2022TMID06484
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)	To solve customer issues using cloud application Development.
2.	Idea / Solution description	Assigned Agent routing can be solved by directly routing to the specific agent about the issue using the specific Email. Automated Ticket closure by using daily sync of the daily database. 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	Customer satisfaction, customer can track their status and easy agent communication.
5.	Business Model (Revenue Model)	<ul style="list-style-type: none">• Key Resources support Engineers, Multi-channel.• Customer Relationship have 24/7 Email support, Knowledge-based channel.• Activities held as Customer service, system Maintenance• Cost Structure express Cloud Platform, Offices