CUSTOMER CARE RESGISTRY

PROPOSED SOLUTION

TEAM ID : PNT2022TMID06554

COLLEGE NAME : Erode Sengunthar Engineering College

DEPARTMENT : B.Tech Information Technology

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Project Design Phase I
Proposed Solution

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. 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.

Project Design Phase I
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S.NO	PARAMETER	DESCRIPTION
4.	Social Impact / Customer Satisfaction	Customer Satisfaction, Customer can track their status and Easy agent communication..
5.	Business Model (Revenue Model)	• Key Partners are Third-party applications, agents, and customers. • Activities held as Customer Service, System Maintenance. • Key Resources support Engineers, Multi-channel. • Customer Relationship have 24/7 Email Support, Knowledge-based channel. • Cost Structure expresses Cloud Platform, Offices

THANK YOU!!