

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

Team ID	PNT2022TMID13254
Project Name	Project - Customer Care Registry

**Proposed Solution Template:**

S.No.	Parameter	Description
1.	Problem Statement (Problem to be solved)	Problem phase describes that the customer care is more than just providing great customer service. It's a proactive approach to providing information, tools, and services to customers at each point they interact with a brand. For organizations, and for product and design teams, there can be a number of reasons why a product could fail. But not taking the time to consider a customer's conditions and their current situation could potentially harm your product's future. By working with a problem statement you can make sure you are defining a customer's experience and attempting to transform your product for the better. So the problem statement mainly defines to solve customer issues using Cloud Application Development.
2.	Idea / Solution description	Solution phase describes the web application that has been developed to help the customer in processing their complaints. The customers can raise the ticket with a detailed description of the issue. An Agent will be assigned to the Customer to solve the problem. Whenever the agent is assigned to a customer they will be notified with an email alert. Customers can view the status of the ticket till the service is provided.
3.	Novelty / Uniqueness	Customer care registry provides instant reply and the assigned work can be tracked at any time and provides tutorial for website.
4.	Social Impact / Customer Satisfaction	Customer care registry provides direct communication between admin and user and provides variety of services.
5.	Business Model (Revenue Model)	Customer care registry can be linked with industrial organizations to provide customer care support.

6.	Scalability of the Solution	Customer care registry provides an environment which has both time and cost efficient.
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