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|  | | 11 October 2022 |
|  | | PNT2022TMID41651 |
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|  | | Project – Customer Care Registry |
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Proposed Solution Template: Project team shall fill the following information in the proposed solution template.

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|  |  | To solve customer issues using Cloud Application Development. |
|  |  | 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. |

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|  |  | Customer Satisfaction, Customer can track their status and Easy agent communication. |
|  |  | Key partners are third-party applications, agents and customers. Activities held as Customer Service, System Maintanance. Key Resources support Engineers, Multi-channel. Customer Relationship have 24/7 Email Support, Knowledge-based channel. Cost Structure expresses Cloud Platform, Offices. |

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|  |  | 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. |