Project Design Phase-I
Proposed Solution Template

Date	11 November 2022
Team ID	PNT2022TMID13422
Project Name	Customer Care Registry Using Cloud Computing
Maximum Marks	2 Marks

Proposed Solution Template:

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

S.No.	Parameter	Description
•	Problem Statement (Problem to be solved)	• It is difficult to store such a large amount of informations without overloading traditional computer systems. • It is difficult to protect great volumes of digital data when it is being stored. • The resources required to constantly manage and maintain digital data accurately can be expensive.
•	Idea / Solution description	• The focus is on helping customers solve problems or answer questions before purchase, either in a self-serve fashion or via the customer.

• Novelty / Uniqueness	• Help desk and customer support software. • Ability to engage others in conversations. • Help your agents with technology.
• Social Impact / Customer Satisfaction	• Verfication of effectivness. • Giving valuable information and clear response to the customer about the queries. • Fulfiling the customer needs. • Response from our employees in on- time
• Business Model (Revenue Model)	• Resource and capabilities. • Service provision. • Service innovation activities • competitive forces. Interactive voice and response system. •
• Scalability of the Solution	• System can increase performance and subsequently cost. • Response to charges in customer demand.

		Build a larger customer service team. Customer support team efficient. Improve customer service practices and processes.