

Project Design Phase-I
Proposed Solution Template

Date	10 November 2022
Team ID	PNT2022TMID13419
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)	<ul style="list-style-type: none">• 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	<ul style="list-style-type: none">• 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	<ul style="list-style-type: none">• Help desk and customer support software.• Ability to engage others in conversations.• Help your agents with technology.

•	Social Impact / Customer Satisfaction	<ul style="list-style-type: none"> • Verification of effectiveness. • Giving valuable information and clear response to the customer about the queries. • Fulfilling the customer needs. • Response from our employees in on-time.
•	Business Model (Revenue Model)	<ul style="list-style-type: none"> • Resource and capabilities. • Service provision. • Service innovation activities • competitive forces. • Interactive voice and response system.
•	Scalability of the Solution	<ul style="list-style-type: none"> • 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.