Project Design Phase-I
Proposed Solution Template

Date	19 September 2022
Team ID	PNT2022TMID07252
Project Name	Customer Care Registry
Maximum Marks	2 Marks

Proposed Solution Template:

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

S.No.	Parameter	Description
1.	Problem Statement (Problem to be solved)	Customers need instant assistance and at times, live chat is not just enough. There is a need to view the problem or have a one-to-one conversation to get the right solution.
2.	Idea / Solution description	To save the time for both agent and customer, the customer can access FAQ and online forums. And Live tracking of issues will immensely helpful to the customer.
3.	Novelty / Uniqueness	Self-servicing and FAQ are a better feature for solving a common issue of the product which is frequently raised by the customers. It gives detailed insights of the product and it saves the time for both customers and agents.
4.	Social Impact / Customer Satisfaction	Some features such as live chat, one-to-one conversation, self-servicing, FAQs, online forms, Time line and status of the tickets raised by customer and uncomplicated user interface make more preferable.
5.	Business Model (Revenue Model)	Customer can access every feature of an application during the trial period. After an end of the trial period, the user needs to subscribe to a premium plan. Based on the pricing of the plan, some features of the application can vary, like cloud storage, one-to-one conversation, detailed graph representation, etc.
6.	Scalability of the Solution	This application is developed for companies like from small enterprises to large enterprises to keep up the level of their customer's satisfactions. Not only enterprises, this application can be used in any organizations like schools, colleges and universities to solve internal issues or incidents.