

Project Design Phase-I
Proposed Solution
Template

Date	23 September 2022
Team ID	PNT2022TMID49581
Project Name	Project – Customer care registry
Maximum Marks	2 Marks

Proposed Solution :

S. No.	Parameter	Description
1.	Problem Statement (Problem to be solved)	A customer is a user who needs an intermediary agent to solve their problem while using online booking and e-commerce websites.
2.	Idea / Solution description	When the user faces any problem during online transaction, online shopping, this application helps to find the solution to their problem at any time. When there is any update on user complaint, will be communicated to the user via email.
3.	Novelty / Uniqueness	The user can view their complaint status on the dashboard and an agent will be assigned to the Customer to solve the problem.
4.	Social Impact / Customer Satisfaction	Can help the customer to track each step of their issue.
5.	Business Model (Revenue Model)	The details of the user's problem can be recorded in the database, which will help resolve their problem quickly.
6.	Scalability of the Solution	This application can maintain multiple users and assign a separate agent individually.