Project Design Phase-I
Proposed Solution Template

Date	24 September 2022
Team ID	PNT2022TMID28009
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)	Information technology has changed the way organization's function. This has resulted in reliance on help desks to support users in dealing with a wide range of information technology related problems such as hardware, software and telecommunication. The help desk generally has to cover a wide range of information technology products and services. However, due to resource constraints, in particular the lack of help desk staff, users often have to wait for a long time before their enquiries and problems are answered and solved. The aim of this project is to present the results of a survey that identifies the classification of simple and routine technical enquiries in a help desk environment.
2.	Idea / Solution description	Customers often dislike the long wait when it comes to getting a reply about their query or issue. It's important to keep response times as short as possible and work to resolve issues quickly. Getting customers routed to the right agent who can solve their problem the first time is also critical. So, making sure that agents provide immediate acknowledgment of queries is key to maintaining a good customer relationship where the companies use to manage and analyse customer interactions and data throughout the customer lifecycle. Here In this application, the customers will be able to raise a ticket with a detailed description of the issue. An Agent will be assigned to the Customer to solve the problem. The goal is to improve customer service relationships and assist in customer retention and drive sales growth. Customer service solutions are products or services that businesses use to gain a deeper understanding of their customers needs and expectations.

3.	Novelty / Uniqueness	The uniqueness of this project is that it produces and helps in predicting the common complaints for which the customers approach them. It also aims in providing a graphical solutions to the organization to help them understand the problems that their customers face which in turn can improve the efficiency of the organization.
4.	Social Impact / Customer Satisfaction	This project boosts the overall customer experience by providing answers to common questions through the website, social media, chatbots, or with customer support agents. It increases the customer satisfaction and customer loyalty.
5.	Business Model (Revenue Model)	This model helps in improving the performance and productivity of the organization as graphical solutions facilitates decision making and saves time. With visuals being more effective than texts in human understanding, graphical solutions helps in saving time of the busy higher officials of the organization.
6.	Scalability of the Solution	This project involves processing the complaints raised by the customers. This not only benefits the customers but successively a strong customer service culture can enable better communication within the organization. Customer service also makes itself an integral part for maintaining long term relationships with the customers.