

# Proposed Solution

S.No.	Paíameteí	Descríption
1.	Pioblem Statement (Pioblem to be solved)	The pioblem oi the pioblem statement to be solved is that <i>to solve usei oi customei queiies</i> with a customei caie iegistiy cloud application.
2.	Idea / Solution Desciiption	<p>Useis oi Customeis should be able to log in to theii accounts.</p> <p>They should be able to iaise tickets foi theii queiies</p> <p>The iaised tickets should be able to flag foi the status</p>

		<p>The Agent should be able to connect with the customer of the user who raised ticket for better communication.</p> <p>The queues should be used for the future conflicts as an answered ticket.</p>
3.	User to User (or) Customer to Customer communication	<p>The UI should allow users to share or reply to other users' queues, enabling a vast environment of connections and communications.</p>
4.	ChatBots (or) Assistants	<p>The customer care registry should also consist of chatbot or assistant that can keep track of the users' queue.</p> <p>It should also be able to label the user queues as answered or not!.</p> <p>The assistant should also be able to answer the users' common queues.</p>

5.	The Flagging of the Queues	The queues of tickets raised by the customers of the users should be able to be flagged for the status reference.
6.	Additional / Optional services	<p>The additional may include the Mailing service whenever a solution or a reply has been posted for the user raised ticket or query.</p> <p>The status of the query is to be updated by mail to the customer.</p>
7.	Simplistic UI	The user should be able to easily understand the UI and if not the assistant should guide the newbies about the UI.

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