Píoposed Solution

**PNT2022TMID46479**

**Customer care Registry**

**Arasu engineering college**

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

The Agent should be able to connect with the customei oi the usei who iaised ticket foi bettei communication.

The queiies should be used foi the futuie conﬂictions as a answeied ticket.

1. Usei to Usei (oi)

Customei to Customei communication

The UI should allow useis to shaie oi ieply to othei useis queiies, enabling a vast enviionment of connections and communications.

1. ChatBots (oi) Assistants

The customei caie iegistiy should also consist of chatbot oi assistant that can keep tiack of the useis queiy.

It should also be able to label the usei queiies as answeied oi not!.

The assistant should also be able to answei the useis common queiies.

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| 5. | The Flagging of the Queiies | The queiies oi tickets iaised by the customeis oi the useis should be able to be ﬂagged foi the status iefeience. |
| 6. | Additional / Optional seivices | The additional may include the Mailing seivice whenevei a solution oi a ieply has been posted foi the usei iaised ticket oi queiy.  The status of the queiy is to be updated by mail to the customei. |
| 7. | Simplistic UI | The usei should be able to easily undeistand the UI and if not the assistant should guide the newbies about the UI. |

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