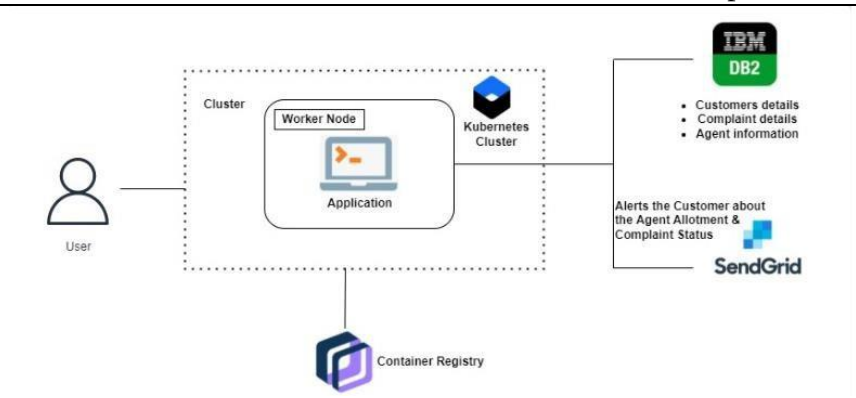
PROPSED SOLUTION

TEAM ID; PNT2022TMID48949

S. NO	PARAMETER	DESCRIPTION
1	Problem statement (Problem to be solved)	**CUSTOMER CARE REGISTRY** Several reasons which attract consumers to purchase products via online include: cheaper price, ability to find unique product which will not be found in regular shop, and the newness of the product. For seller, there are also several advantages for selling product via online, which include: ease of start-up, competitiveness advantages, and direct market penetration. But there comes a problem while giving solutions for the issues faced by the customers, for example issues faced during online money transactions, missing products information, poor UI design. In order to communicate with the sellers they need a platform where they can ask and get resolved for the issues. Our problem statement is to create a online platform for the interaction of customers and owner during online purchase to overcome consumer basic issues.
2	Idea/Solution Description	Core idea in bringing solution to our problem statement is to create a website(platform) where any user can interact in live with the agents regarding their queries faced during their online purchase and can get immediate solutions. In order to store customers details ,complaints details and also for the agent information we are going to use the IBM DB2 which is fully a SQL based cloud database which will offer number of operations to perform on the stored database. For alerting the customers with agent allotment and complaint status we are going to use SendGrid which is also a cloud based SMTP provider with which customer interactions can be made easier.
3	Novelty/ Uniqueness	The uniqueness in our solution lies in the point that ,our proposed platform will bring live user-agent interaction rather than waiting for an automated responses. Every user with queries will be allotted for particular agent and get

		resolved. In the meantime the security and privacy of the user information will be ensured.
4	Social Impact/Customer Satisfaction	Every customer will be satisfied ,by allotting individual agent to those who met with a query regarding their online purchase and online payment. It will also helps any enterprises to concentrate both on customer satisfaction and their own business development.
5	Business Model/Revenue Model	
6	Scalability of the solution	Decrease the issues faced by the online consumers Faster responses will be provided Secured user information Privacy will be maintained Enterprises can just use this platform and agents will be responsible for further solutions