

Project Design Phase-I
Proposed Solution Template

Date	24 September 2022
Team ID	PNT2022TMID19608
Project Name	Project – 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)	The information sharing to the agent through mailing feature .Agent resolve the problem 24*7
2.	Idea / Solution description	The customers can raise the ticket with a detailed description of the issue. An Agent will be assigned to the Customer to solve the problem. Whenever the agent is assigned to a customer they will be notified with an email alert. Customers can view the status of the ticket till the service is provided.
3.	Novelty / Uniqueness	The Complaint of the user is satisfied at any time using mail. User can view status of the complaint
4.	Social Impact / Customer Satisfaction	Customer satisfaction does have a positive effect on an organisation's profitability. when the customer are happy with the service they receive, they are more likely to trust and be loyal to the company.
5.	Business Model (Revenue Model)	Customer service model includes the policies and strategies .Customer care registry will increase the customer satisfaction and reduce the customer problem
6.	Scalability of the Solution	An environment where they will be able to spend less time on grunt work and more time on actually resolving critical customer issue.