Ideation Phase

Customer Care Registry

Date	18-10-2022
Team ID	PNT2022TMID13787
Project Name	Customer Care Registry
Maximum Marks	2 Marks

Problem Statement:

To develop a customer care registry application to help a customer with their complaints and to design a cloud based web application that helps the customer raise a ticket with a detailed description of the issue they are facing

Need For Application:

With the evolution of technology and the rise in consumers, numerous information technology based cloud applications are developed to aid individuals and organisations in performing tasks that are carried out on a daily basis. As these websites are being used by a large number of people, it is essential to automate the process of approving and addressing the tickets raised by the consumers as employing representative is a tedious and inefficient process.

This application helps a customer raise a query and to reach out to the customer care at the comfort of their home. The availability and increase in use of cloud technology over the last decade clearly indicates that many people are making use of these technologies especially for tasks that require computing capabilities.

Literature survey:

Name of Application	Function	Tools and technology	Cons
Chat bots	This journal Chatbots for customer care registry using Artificial intelligence. This assists consumers in decision making. Based on the computers-are- social actors paradigm	Chatbot service, python, mongodb. Chat bots are cost efficient when compared to other options	• Data security. • Fails to address several cases.
Conventional customer care	Conventional customer care that is set up by employing employees to interact with the customer	No significant tools required other than man power and systems. Most widely used system	• High maintenance