

Project Design Phase-I
Proposed Solution Template

Date	19 September 2022
Team ID	PNT2022TMID53488
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	Descriptions
1.	Problem Statement (Problem to be solved)	Information technology has changed the way organization function. This has resulted in reliance of help desks to support users in dealing with a wide range of information technology related problems such as hardware, software and telecommunication. The help desk generally has to cover a wide range of information technology products and services. However, due to resource constraint, in particular the lack of help desk staff, users often have to wait for a long time before their enquiries and problems are answered and solved. Literature has shown that the majority of incoming enquiries are considered to be "simple and routine", and do not require specialized knowledge. The aim is to develop a customer care registry in order to help customers in processing their queries.
2.	Idea / Solution description	Developing a cloud application to help the customer in processing their complaints. In this application, the customer can raise an issue or a ticket with a detailed description, then the admin review and acknowledge the ticket by assigning an agent to the ticket. An email notification triggered to the customer and the customer can track the status of the resolving process. The customer and agent can communicate with each other by calls or live chat. This enables the agent to understand the issue and to solve the issue quickly. The customer can use channels or forums or FAQs to know more about the issues before raising a ticket.
3.	Novelty / Uniqueness	Can get in touch with the agent even after the issue has been resolved.

		<p>Common queries can be moved to a separate channel and can be accessed by all customers.</p> <p>Have self-service solutions for consumers who want to solve issues on their own.</p>
4.	Social Impact / Customer Satisfaction	<p>Can help the customer to track each step of their issue.</p> <p>By providing this service to the companies for better customer support.</p>
5.	Business Model (Revenue Model)	<p>To make a dent in the way businesses perceive their customers and their support experience by rolling out smart innovations.</p> <p>Generates revenue through aa product/service.</p>
6.	Scalability of the Solution	<p>Providing support for all your products without having to maintain multiple helpdesks. Use a single dashboard to keep track of and respond to multiple mailboxes.</p> <p>Manage expectations of customers better to make sure no query goes unanswered.</p>