



PROPOSED SOLUTION

PROJECT DESIGN PHASE - I



Team Details :

Project Name : Customer Care Registry

Team Lead : Aadharsh S.M\

Team members :

Bala Logesh M

Bathresh Bas B

Dinesh M

Hariharan K

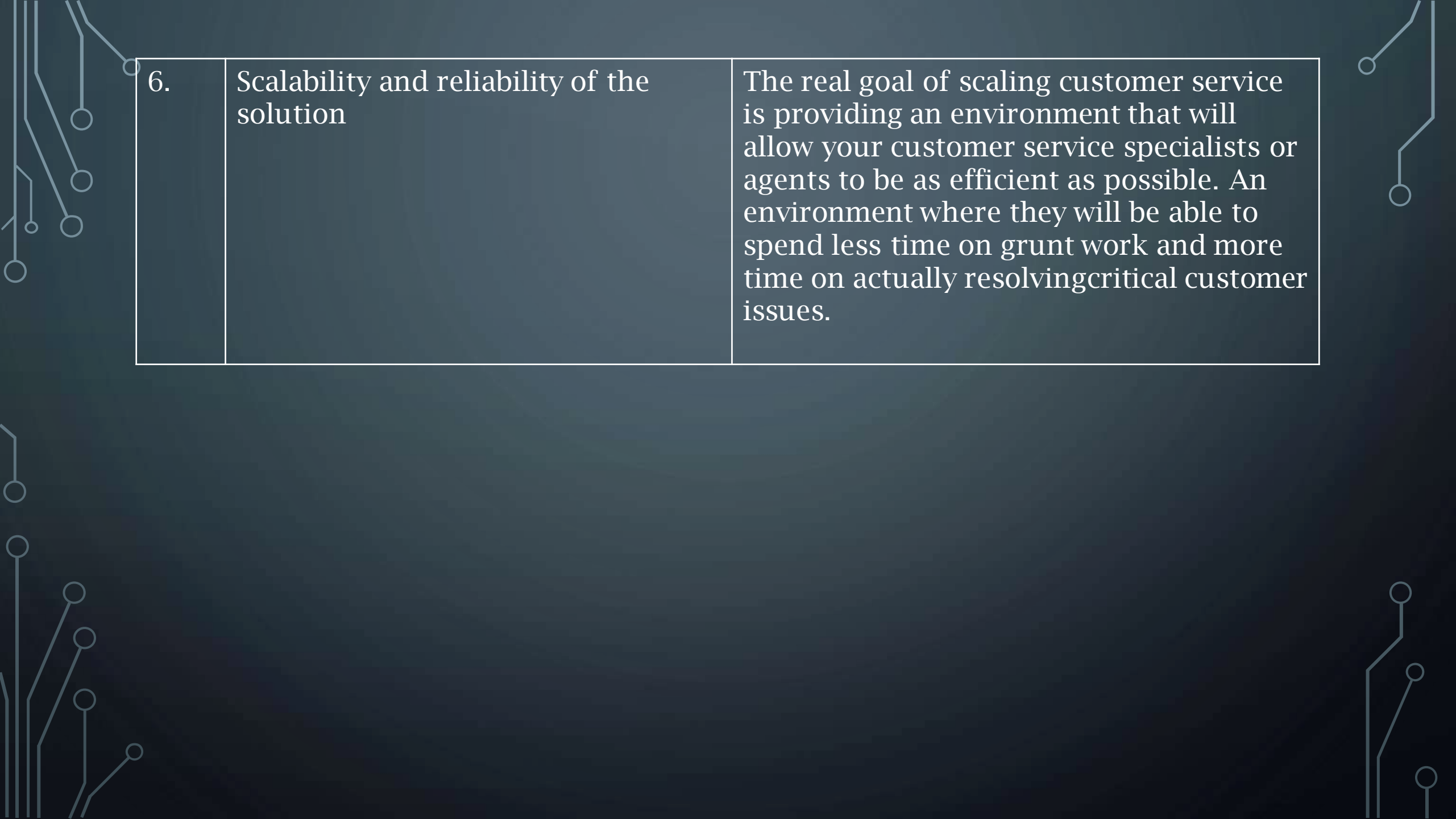
Karthik M

Department : Computer Science and Engineering

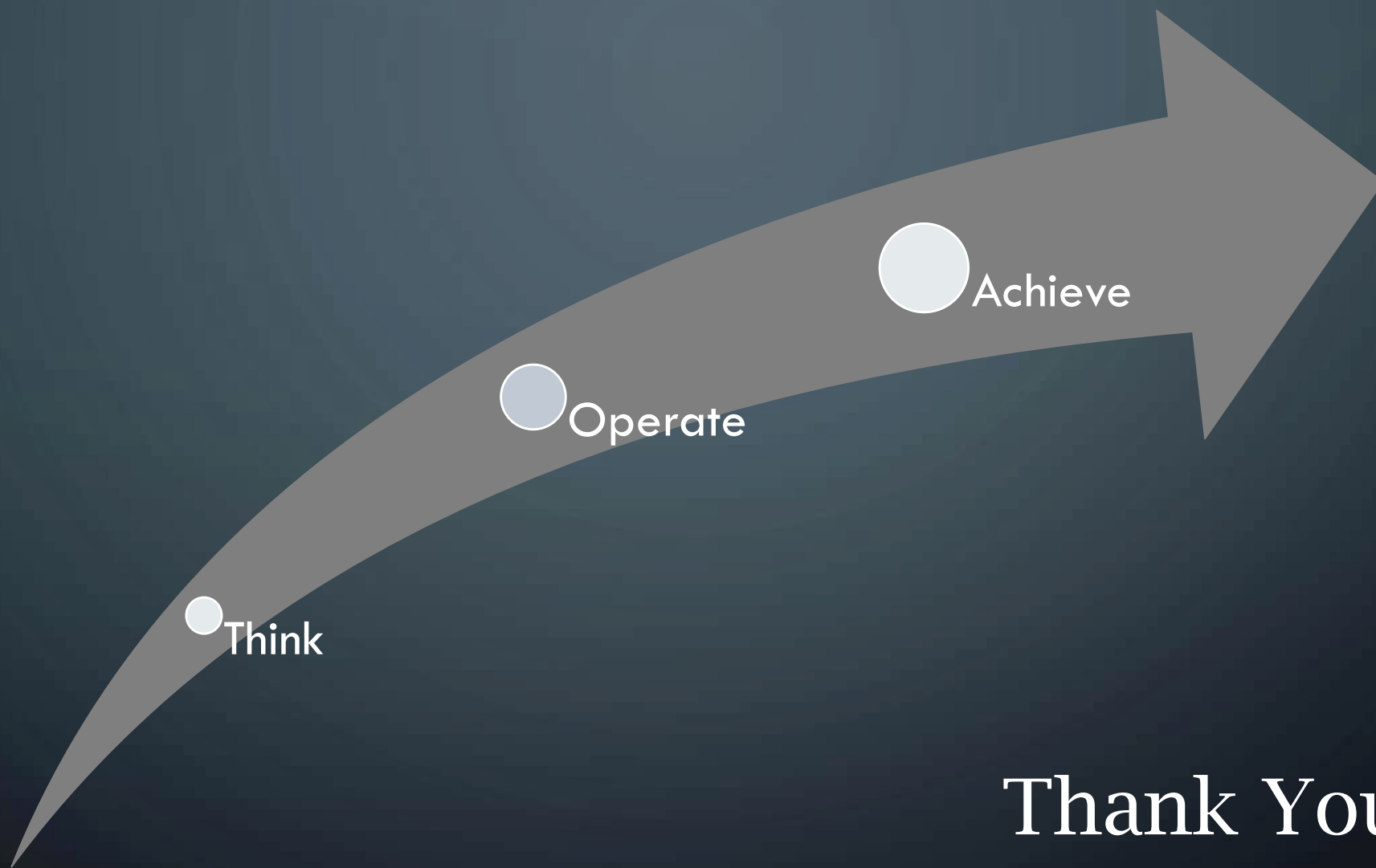


| S.No | Parameter | Description |
|------|---|--|
| 1. | Problem to be solved or problem statement | To solve the customer issues using cloud application development using chatbots. |
| 2. | Solution Description | Assigned Agent routing can be solved by directly routing to the specific agent about the issue using the specific email. Automated Ticket closure by using daily sync of the daily database. Status Shown to the customer can display the status of the ticket to the customer. Regular data retrieval in the form of retrieving lost data. |

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| 3. | Solution provided should be unique and true | Assigned agent routing, Automated ticket closure, status shown to the customer, backup data for the later use in case of any failures |
| 4. | Customer Satisfaction | Customers should track their complaint in the form of some ticket or some tracking id for easy and better communication. Make sure the customer satisfied with the solution provided. |
| 5. | Business Model | Key Partners are Third-party applications, agents, and customers. Activities held as Customer Service, System Maintenance. Key Resources support Engineers, Multi-channel. Customer Relationship have 24/7 Email Support, Knowledge-based channel. Cost Structure expresses Cloud Platform, Offices |



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|----|---|---|
| 6. | Scalability and reliability of the solution | The real goal of scaling customer service is providing an environment that will allow your customer service specialists or agents to be as efficient as possible. An environment where they will be able to spend less time on grunt work and more time on actually resolving critical customer issues. |
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Thank You