PROPOSED SOLUTION

PROJECT DESIGN PHASE - I

Team Details :

Project Name : Customer Care Registry

Team Lead : Aadharsh S.M

Team Id : PNT2022TMID43979

Team members :

- Bala Logesh M
- Bathresh Bas B
- Dinesh M
- Hariharan K
- Karthik M

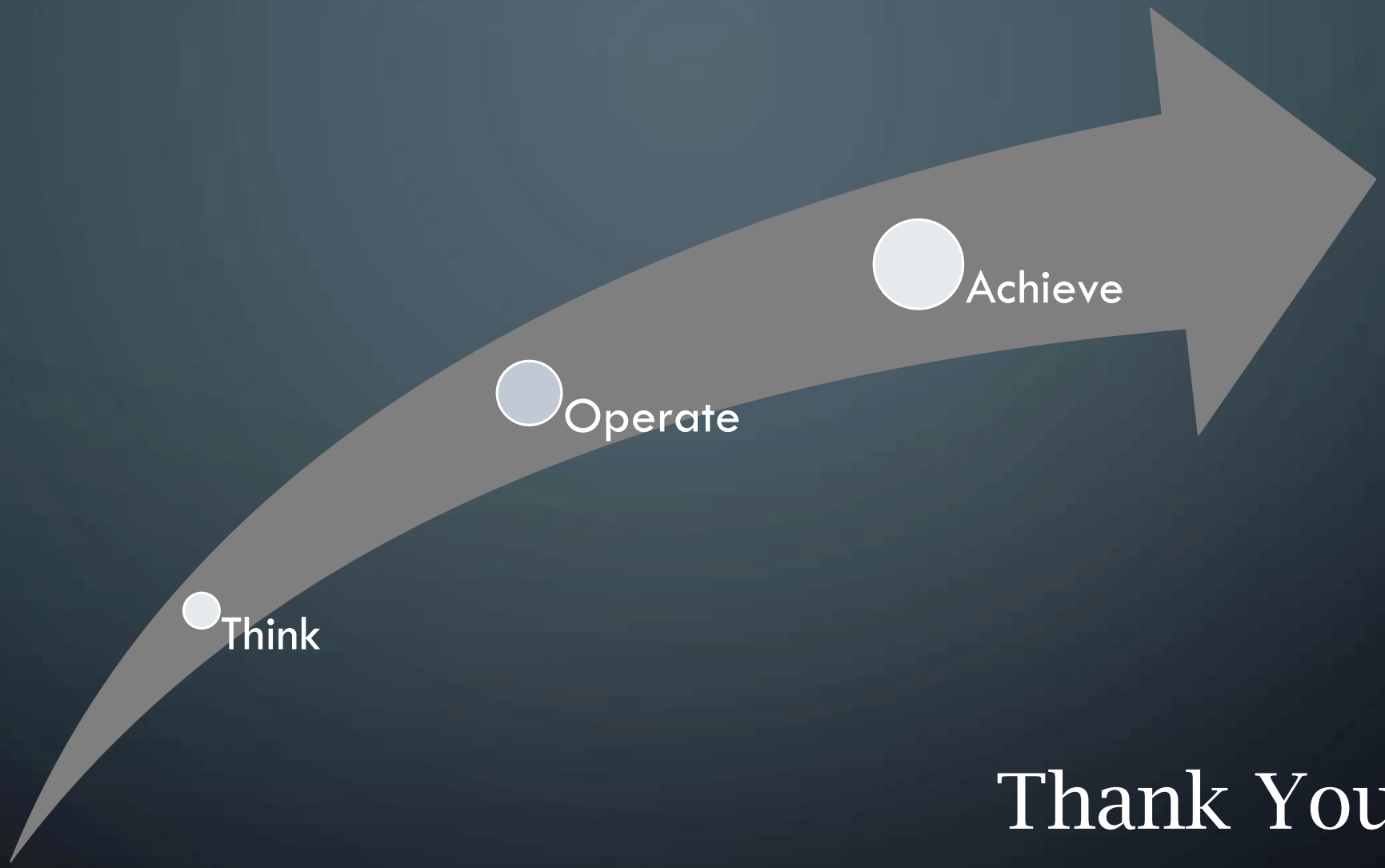
Department : Computer Science and Engineering

College : VSB College Of Engineering Technical Campus

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.

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 Satisfication	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

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 resolvingcritical customer issues.



Thank You