

**Project Design Phase-I**  
**Proposed Solution**

Date	24 September 2022
Team ID	PNT2022TMID29836
Project Name	Customer care registry
Maximum Marks	2 Marks

**Proposed Solution Template:**

S.No.	Parameter	Description
1.	Problem Statement (Problem to be solved)	Customer Complaint Management. Problem Solution through Agents.
2.	Idea / Solution description	<p>The System comprises of a web application which connects customers with the Customer</p> <p>Care agents to resolve their complaints.</p> <p>In this system, there a portal for customer with</p> <p>a complaint, a portal for the agent and finally for</p> <p>the admin who manages the forum.</p> <p>The admin has the success to add or remove agent. He manages and allocates the complaint</p> <p>tickets to a certain agent.</p> <p>The agent analyses the complaint tickets raised</p> <p>by the customer and then contacts the customer</p> <p>through mail and message forum in the system.</p> <p>Then the customer's complaint will be resolved.</p>
3.	Novelty / Uniqueness	The proposed solution comprises of a

		<p>messaging forum in which the agent contacts</p> <p>respected customer, a form to raise complaint</p> <p>tickets</p>
4.	Social Impact / Customer Satisfaction	<p>It creates awareness among the people to trust</p> <p>the online services and products and increase</p> <p>in productivity. It will also be useful for the customers to get their complaints and queries solved</p>
5.	Business Model (Revenue Model)	<p>Revenue can be generated by increase in productivity and trust through providing solutions to consumer's queries &amp; complaints. Through advertisements we can get revenue.</p>
6.	Scalability of the Solution	<p>Whatever the complaints or queries of the customer it can</p> <p>be resolved through connecting the technical</p> <p>people related to the product or domain</p>