Project Design Phase-I
Proposed Solution

Date	08 October 2022
Team ID	PNT2022TMID46372
Project Name	Project - Customer Care Registry
Maximum Marks	2 Marks

Proposed Solution :

Project team shall fill the following information in proposed solution template.

S.No.	Parameter	Description
1.	Problem Statement (Problem to be solved)	Customer care registry provides efficient support to the customers in solving their problems or queries. When a customer has a simple query and does not like to spend much time researching or contacting a customer service for it, the customer care registry helps them in providing answers for the frequently asked questions. When a customer buys things online, the customer care registry makes the customer feel comfortable and provides satisfaction.
2.	Idea / Solution description	A customer care Registry not only boosts customer satisfaction but also helps in improving customer loyalty. If a company neglects customer care, it can negatively impact the customer service experience. Hence, an application needs to be developed to help the customer in processing their complaints where the customers will be able to raise a ticket with a detailed description of the issue. An Agent will be assigned to the Customer to solve the problem. The admin has the main responsibility to take care of the whole process. He will be able to track the work assigned to the agent. Whenever the agent is assigned to a customer, they will be notified with an email alert. Customers can view the status of the ticket till the service is provided. The agent will quickly address the customer's issue and mitigate any effects of the negative experience. Therefore, this application adds up satisfied customers and brings in more customers to an organization.
3.	Novelty / Uniqueness	The uniqueness of this project is that it produces and helps in predicting the common complaints for which the customers approach them. It also aims in providing a graphical solutions to the organization to help them understand the problems that their customers

		face which in turn can improve the efficiency of the organization.
4.	Social Impact / Customer Satisfaction	Customer satisfaction is based on understanding, defining, assessing and managing customer needs so that their expectations are met. This project ensures that the policies, objectives and responsibilities of the project will satisfy the customer needs where customer service agents spend less time on routine tasks and answering commonly asked questions.
5.	Business Model (Revenue Model)	This model helps in improving the performance and productivity of the organization as graphical solutions facilitates decision making and saves time. With visuals being more effective than texts in human understanding, graphical solutions helps in saving time of the busy higher officials of the organization.
6.	Scalability of the Solution	This project aims at solving all the complaints faced by the customers which sequentially ensures rapid business growth. It helps in enhancing the flexibility to deliver new features faster. It helps in maintaining long-term relationships with the customers which in turn helps in increasing the operational efficiency among the organization.