

Project Design Phase-I Proposed Solution Template

Date	19 September 2022
Team ID	PNT2022TMID29826
Project Name	Project - CUSTOMER CARE REGISTRY
Maximum Marks	2 Marks

Proposed Solution Template:

S.No.	Parameter	Description
1.	Problem Statement (Problem to be solved)	The main purpose of this application is to take care of the Customer's complaints on their product/ service. However, it also gives the retailers or service providers to improve their quality through the feedback and analysis of the questions asked.
2.	Idea / Solution description	Here, we built a Web application where the customers raise the complaint tickets. The admin assigns the tickets to individual workers. The admin checks for whether the tickets are solved or not. By this method, we ensure that each and every complaint ticket is taken care of.
3.	Novelty / Uniqueness	FAQ and a chatbot assistant are provided to resolve the common or frequently raised tickets.
4.	Social Impact / Customer Satisfaction	Customers of any product seeking problems on their product/ service.
5.	Business Model (Revenue Model)	The retailers will improve the quality of products/ service and clear explanation on their usage.
6.	Scalability of the Solution	This application can be used in any particular industry or common for all industries and connecting the respective industry specialists to resolve the complaint tickets. In the corporate world, a scalable company is one which provides efficient products by resolving customer complaints.