

Project Design Phase-I
Proposed Solution

Date	23 September 2022
Team ID	PNT2022TMID29826
Project Name	Customer Care Registry
Maximum Marks	2 Marks

Proposed Solution:

S. No	Parameter	Description
1.	Problem Statement (Problem to be solved)	Customer Complaint Management. Problem Solution through Agents.
2.	Idea / Solution description	The System comprises of a web application which connects customers with the Customer Care agents to resolve their complaints. In this system, there a portal for customer with a complaint, a portal for the agent and finally for the admin who manages the forum. The admin has the success to add or remove agent. He manages and allocates the complaint tickets to a certain agent. The agent analyses the complaint tickets raised by the customer and then contacts the customer through mail and message forum in the system. Then the customer's complaint will be resolved.
3.	Novelty / Uniqueness	The proposed solution comprises of a messaging forum in which the agent contacts respected customer, a form to raise complaint tickets.
4.	Social Impact / Customer Satisfaction	It creates awareness among the people to trust the online services and products and increase in productivity. It will also be useful for the customers to get their complaints solved.
5.	Business Model (Revenue Model)	Revenue can be generated by increase in productivity and trust through providing solutions to consumer's complaints. Through advertisements we can get revenue.
6.	Scalability of the Solution	Whatever the complaints of the customer it can be resolved through connecting the technical people related to the product or domain.