PROJECT DESIGN PHASE-I

PROPOSED SOLUTION

Date	09-oct-2022
Team ID	PNT2022TMID11405
Project Name	Project-Customer Care Registry
Maximum Marks	2 Marks

PROPOSED SOLUTION TEMPLATE: Project team shall fill the following

information in the proposed solution template

S.NO	Parameter	Description
1.	Problem statement(Problem to be solved)	To solve customer issues using Cloud Application Development .
2.	Idea/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.	Uniqueness / innovation	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 loss data.

4.	Customer Satisfaction / Social Impact	Customer Satisfaction, Customer can track their status and Easy agent communication.
5.	Business Model(Revenue Model)	Key partners are third-party applications, agents and customers. Activities held as Customer Service, System Maintanence . Key Resources support Engineers, Multi-channel. Customer Relationship have 24/7 Email Support, Knowledge-based channel. Cost Structure expresses Cloud Platform, Offices.

6.	Scalability of the Solution	Therealgoal of scaling customer service is providing an environment that will allowyour customer service specialiststo be asefficient as possible. An environment where they will be ableto spend lesstime on grunt work and moretime on actually resolving critical customer issues.