



CUSTOMER CARE REGISTRY

PROPOSED SOLUTION






TEAM INFO

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DEPARTMENT: COMPUTER SCIENCE AND ENGINEERING



S.No	PARAMETER	DESCRIPTION
01	Problem Statement	To solve the customer issues with the help of website using cloud application development.
02	Idea/Solution description	Assigned Agent routing can be solved by directly routing to the specific agent about the issue which is given by the user/Customer using the specific Email.Automateds 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.



S.No	PARAMETER	DESCRIPTION
03	Novelty/Uniqueness	<ul style="list-style-type: none">➤ Assigned Agent routing➤ Automated Ticket Closure➤ Status Shown to the Customer and➤ Backup data in case of failures.
04	Social impact	<ul style="list-style-type: none">➤ Customer Satisfaction,➤ Easy to track the status,➤ Agent communication.



S.No	PARAMETER	DESCRIPTION
05	Bussiness Model	<ul style="list-style-type: none">➤ Key Partners are third party applications,agents,and customers.➤ Activities held as Customer service,System Maintenance.➤ Key Reasources support Engineers, Knowledge-based channel.➤ Cost Structure expresses Cloud platform,offices.
06	Scalability	The real goal of scaling customer service is providing an environment that will allow your customer service specialists to be as efficient as possible. An environment where they will be able to spend less time on grunt work and more time on actually resolving critical customer issues