

**Project Design Phase-I**  
**Proposed Solution**

Date	30 October 2022
Team ID	PNT2022TMID43316
Project Name	Project Name : Customer Care Registry
Maximum Marks	2 Marks

**Proposed Solution Template:**

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

S.No.	Parameter	Description
1.	Problem Statement (Problem to be solved)	To provide the services that are required by Customers and solve their problems using cloud app development .
2.	Idea / Solution description	The help desk has to cover a wide range of information technology products and services. The customer can raise the ticket with a detailed description of the issues. User can register for an account. After the login they can create a complain with a detailed description of the problem they are facing. Each user will be assigned with a agent. They can view the status of the complaint.
3.	Novelty / Uniqueness	Chatbot for feedback and friendly service, automatic email and message service for customer notifications .
4.	Social Impact / Customer Satisfaction	Customer can get their problems solved easily with the help of agents solutions, trustable and reachable.
5.	Business Model (Revenue Model)	Key partners and third parties applications, agents and customers . Activities held as customer service, system maintenance.

6.	Scalability of the Solution	The real goal of scaling customer service is providing an environment that will allow your customer service specialist to be as efficient as possible. An environment where they will be able to spend less time on grunt work and more time on resolving actual customer issues .
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