

Project Design Phase-I
Proposed Solution Template

Date	05 October 2022
Team ID	PNT2022TMID47962
Project Name	Project -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)	Kavya is an admin of water purifier who needs to collect complaints from customer because they offer a dashboard for customer support to rectify their issues
2.	Idea / Solution description	We build good and friendly relationship between customers so we produce a app " CUSTOMER CARE REGISTRY " We have dashboard on our project for rectify customer's queries and we will answer customer's questions what they want in a particular time with patience... Our most important one is customer's satisfaction.. We never allow customer to angry We have multi languages for customers purpose
3.	Novelty / Uniqueness	They should have a naturally friendly disposition, an upbeat personality, and the ability to engage others in conversations.
4.	Social Impact / Customer Satisfaction	We rectify customer's queries in 15 or 20 minutes and if the problem's solution is more than 20 minutes we will recover it in 24 hrs we will work 24/7 .. We are always available for Customer's queries
5.	Business Model (Revenue Model)	Business-to-consumer (B2C) model Business-to-business (B2B) model
6.	Scalability of the Solution	We will give 99% accuracy of our service We will less the 1% for our time consuming based on the queries