

Project Design Phase-I Proposed Solution

Date	20 September 2022
Team ID	PNT2022TMID34671
Project Name	Customer Care Registry
Maximum Marks	2 Marks

S.No.	Parameter	Description
1.	Problem Statement (Problem to be solved)	To solve the customer complaints Using Cloud Application
2.	Idea / Solution description	I . Customer Queries to the Support team through the website II . A ticket is given to the Customer III . When a agent reviews the query the customer is notified through email
3.	Novelty / Uniqueness	I . The whole application is containerized and Deployed in cloud II . Customer is given a unique Ticket III . Customer gets a email notification when a agent is assigned to the customer
4.	Social Impact / Customer Satisfaction	I . Customer gets notified when their query is reviewed II . No Clash between the customer and the Agent at the helpdesk
5.	Business Model (Revenue Model)	I . Customer feedback is visible in the website which promotes the Company and in acieving more clients
6.	Scalability of the Solution	I . Application can be expanded When more clients join the company and Quality of Service is also increased