**PROPOSED SOLUTION TEMPLATE**

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| **DATE** | : 27 September 2022 |
| **TEAM ID** | : PN72022MID42506 |
| **PROJECT NAME** | : Customer Care Registry |

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| **S.NO.** | **PARAMETERS** | **DESCRIPTION** |
| 1. | Problem statement  (Problem to be solved) | 1. There is no accountability on the part of the agent if response times have been really prolonged. 2. If the customer finds it difficult to explain the issues due to a lack of knowledge of relent technical terms. 3. When a customer keeps getting transferred from one agent or department to another.It ensures that will never return to you or your business in the future.Neither will they recommend you to people they know this brings us to the second most common customer service problem. |
| 2. | Idea / Solution description | 1. The help desk generally has to cover a wide range of information technology products and services. 2. The customers can raise the ticket with a detailed description of the issues. 3. User can register for an account. After the login, they can create the complaint with a detailed description of the problem they are facing. Each user will be assigned with an agent. They can view the status of their complaint. |
| 3. | Uniqueness | 1. Whenever the agent is assigned to a customer they will be notified with an email alert. 2. Customers can view the status of the ticket till the service is provided. 3. Admin will be able to track the work assigned to the agent and a notification will be sent to the customer. |
| 4. | Customer satisfication | 1. This application help the customer in processing their complaints. 2. This application help the customer with the support of agent. 3. This application act as an user friendly. |
| 5. | Business model | 1. Our proposed system will be a helpdesk application which leads to customer satisfication. 2. An agent is assigned to customer to solve the problem with an email alert. 3. User can register for an account. After the login, they can create the complaint with a detailed description of the problem they are facing. Each user will be assigned with an agent. They can view the status of their complaint. |
| 6. | Scalability of solution | 1. The proposed application is more convenient to use in both android and IOS based systems. 2. The user can easily get solved the problems by our applications. 3. Easily can access from our devices. |