

# **PROJECT DESIGN PHASE-1**

## **PROPOSED SOLUTION TEMPLATE**

Date	24/09/2022
Team ID	PNT2022TMID40203
Project name	Customer Care Registry

### **PROBLEM STATEMENT:**

To Solve Customer Issues Using Cloud Application development. Create problem Statement to understand your customer's point of view. It helps you figure out how your product or service will solve this problem for them.

The Statement helps you understand the experience you want to offer your Customers. It can also help you understand a new audience when creating a new product or service.

A well-articulated customer problem statement allows you and your team to find the ideal solution for the challenges your customer face. Throughout the process, you will also be able to empathize with your customers, which helps your better understand the service your product.

### **IDEA/SOLUTION DESCRIPTION:**

Assigned Agent routing can be solved by directly routing to the specific agent about the issues using the specific Email.

Automated Ticket closure by using daily sync of the daily database. Status Shown to the status of the ticket to the customer. Regular data retrieval in the form of retrieving lost data.

**NOVELTY/UNIQUENESS:**

Assigned Agent Routing. Automated Ticket Closure, Status Shown to the Customer, and Backup data in case of failure.

**SOCIAL IMPACT/ CUSTOMER SATISFACTION:**

Customer Satisfaction, Customer can track their status and easy agent communication.

**BUSINESS MODEL (REVENUE MODEL):**

Key Partners are Third-party applications, agents, and Customers.

Activities held as customer service, System Maintenance.

Key Resources support Engineers, Multi-channel.

Customer Relationship have 24/7 Email support, Knowledge-based channel.

Cost Structure expresses Cloud Platform, Office.

**SCALABILITY OF THE SOLUTION:**

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.