

Project Design Phase-I
Proposed Solution Template

Date	20 September 2022
Team ID	PNT2022TMID39363
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)	Your customer service problem-solving starts by diving due importance to listening. This is often overlooked, which may result in catching the customer service agent off guard with questions to which you may not have the appropriate answer.
2.	Idea / Solution description	Implement a website-based chat bot system Okay, we aren't bring something totally innovative to the conversation here...but if you don't have a live chat with a degree of automation,.To learn more about the business and how they can help you.
3.	Novelty / Uniqueness	One of the most important aspects of call center customer service is maintaining a professional tone of voice . Communicating over the phone poses challenges and risks miscommunication
4.	Social Impact / Customer Satisfaction	Meeting Customer Expectationn Level Three: Delighting your Customers on the any situation Level Four: Amazing your Customers
5.	Business Model (Revenue Model)	Create a customer service strategy Setting the customer service goals Assess and build a customer service team Create a customer journey and service design map
6.	Scalability of the Solution	Offer Multi-Channel Customer Service Find the Perfect Help Desk Platform Train Your Support Agents Early and Often. Keep up With (and Analyze) Reports