Project Design Phase-I Proposed Solution

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| Date | 03 October 2022 |
| Team ID | PNT2022TMID47367 |
| Project Name | Project - customer care registry |
| Maximum Marks | 2 Marks |

**Proposed Solution Template:**

Project team shall fill the following information in proposed solution template.

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| **S.No.** | **Parameter** | **Description** |
| 1. | Problem Statement (Problem to be solved) | To solve customer issues using cloud application Development. |
| 2. | Idea / Solution description | Assigned Agent routing can be solved by directly routing to the specific agent about the issue using the specific Email. Automated Ticket closure by using daily sync of the daily  database. Regular data retrieval in the form of retrieving lost data. |
| 3. | Novelty / Uniqueness | Assigned Agent Routing, Automated Ticket Closure, Status Shown to the customer,  and Backup data in case of failures. |
| 4. | Social Impact / Customer Satisfaction | Customer satisfaction, customer can track theirstatus and easy agent communication. |
| 5. | Business Model (Revenue Model) | * Key Resources support Engineers,Multi-channel. * Customer Relationship have 24/7 Email support,Knowledge- based channel. * Activities held as Customer service, system Maintenance * Cost Structure express Cloud Platform, Offices |