

Project Design- phase 1

Proposed Solution Template

Team ID	PNT2022TMID34576
Project Name	Customer care registry
Maximum Marks	2 Marks
Date	05 October 2022

Proposed Solution Template:

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

S.No.	Parameter	Description
1.	Problem Statement (Problem to be solved)	To identify which agents are free in order to assign them tasks from the Admin side.
2.	Idea / Solution description	Maintain a separate table for identifying the agents who all are free that means completed their work,also for the number of tasks and the timing he/she completed the task assigned to them.
3.	Novelty / Uniqueness	High
4.	Social Impact / Customer Satisfaction	Satisfied
5.	Business Model (Revenue Model)	-
6.	Scalability of the Solution	Highly Scalable