

Project Design Phase-I
Proposed Solution Template

Date	19 September 2022
Team ID	PNT2022TMID17883
Project Name	Project – 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)	To solve the issues faced by customers by a cloud application.
2.	Idea / Solution description	Directly routing specific agent about the issue. Automated ticket closure by daily sync database.
3.	Novelty / Uniqueness	Assigned agent routing, automated ticket closure, backup data retrieval in form of retrieving lost data.
4.	Social Impact / Customer Satisfaction	Customer satisfaction and easy agent communication.
5.	Business Model (Revenue Model)	Key partners are third party members. Customer relationship have 24/7 support.
6.	Scalability of the Solution	Providing an environment to solve critical customer issues.