Project Design Phase-I
Proposed Solution

Date	26 October 2022
Team ID	PNT2022TMID31596
Project Name	CUSTOMER CARE REGISTRY
Maximum Marks	2 Marks

Proposed Solution Template:

S.No.	Parameter	Description
1.	Problem Statement (Problem to be solved)	To solve customer issues using Cloud Application Development.
2.	Idea / Solution description	Closing tickets automatically using the daily database sync. • Status Shown to the Customer can inform the customer of the ticket's status and perform routine data retrieval, which includes finding lost data.
3.	Novelty / Uniqueness	Assigned Agent Message Routing, Automatic Ticket Closure with Status Display Customer, and data backups for potential breakdowns.
4.	Social Impact / Customer Satisfaction	1. Customer Satisfaction, 2. Customers can track Their status, 3. Easy communication with Agent
5.	Business Model (Revenue Model)	Third-party apps, agents, and clients are key partners. • Operations classified as System Maintenance and Customer Service. • The customer relationship has a knowledge-based channel and 24-hour email support.
6.	Scalability of the Solution	• Creating an atmosphere that will enable your customer service representatives to work as efficiently as possible is the primary aim of scaling customer service. • A setting that will allow them to focus more of their time on solving pressing customer problems rather than working.