Project Design Phase-I Proposed Solution

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| Date | | 04 November 2022 | |
| Team ID | | PNT2022TMID34443 | |
| Project Name | | Customer Care Registry | |
| Maximum Marks | | 2 Marks | |
| S.No. | Parameter | | Description | |
| 1. | Problem Statement (Problem to be solved) | | To solve the customer complaints Using Cloud Application | |
| 2. | Idea / Solution description | | 1. . Customer Queries to the Support team through the website 2. . A ticket is given to the Customer 3. . When a agent reviews the query the customer is notified through email | |
| 3. | Novelty / Uniqueness | | 1. . The whole application is containerized and Deployed in cloud 2. . Customer is given a unique Ticket 3. . Customer gets a email notification when a agent is assigned to the customer | |
| 4. | Social Impact / Customer Satisfaction | | 1. . Customer gets notified when their query is reviewed 2. . No Clash between the customer and the Agent at the helpdesk | |
| 5. | Business Model (Revenue Model) | | I . Customer feedback is visible in the website which promotes the Company and in acieving more clients | |
| 6. | Scalability of the Solution | | I . Application can be expanded When more clients join the company and Quality of Service is also increased | |