**Project Design Phase-I**

**Proposed Solution Template**

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| Date | 19 September 2022 |
| Team ID | PNT2022TMID24156 |
| Project Name | 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** |
|  | Problem Statement (Problem to be solved) | This Application has been developed to help the customer in processing their complaints. The customers can raise the ticket with a detailed description of the issue. An Agent will be assigned to the Customer, to solve the problem. Whenever the agent is assigned to a customer they will be notified with an email alert. Customers can view the status of the ticket till the service is provided. |
|  | 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. Status Shown to the Customer can display the status of the ticket to the customer. Regular data retrieval in the form of retrieving lost data. |
|  | Novelty / Uniqueness | Assigned Agent Routing, Automated Ticket Closure, Status Shown to the Customer, and Backup data in case of failures. |
|  | Social Impact / Customer Satisfaction | Customer Satisfaction, Customer can track their status and Easy agent communication. |
|  | Business Model (Revenue Model) | ● Key Partners are Third-party applications, agents, and customers.  ● Activities held as Customer Service, System Maintenance.  ● Key Resources support Engineers, Multi-channel.  ● Customer Relationship have 24/7 Email Support, Knowledge-based channel.  ● Cost Structure expresses Cloud Platform, Offices |
|  | Scalability of the Solution | The real goal of scaling customer service is providing an environment that will allow your customer service specialists to be as efficient as possible. An environment where they will be able to spend less time on grunt work and more time on actually resolving critical customer issues |