

Project Design Phase-I
Proposed Solution Template

Date	17 October 2022
Team ID	PNT2022TMID46007
Project Name	Project – Customer Care Registry
Maximum Marks	2 Marks

Proposed Solution Template:

The project team shall fill in the following information in the proposed solution template.

S.No.	Parameter	Description
1.	Problem Statement (Problem to be solved)	The existing system is a semi-automated at where the information is stored in the form of excel sheet in disk drive.
2.	Idea / Solution description	The development of new system objective is to provide the solution to the existing system. By using this new system, we can fully automated the entire process of the current system. The new system would like as web-enabled so that the information can be shared between the members at any time using respectively.
3.	Novelty / Uniqueness	Assigned Agent Routing, Automated Ticket Closure, Known your product or service, Status is shown to the customer, Convenient to the customer, and Backup data in case of failure.
4.	Social Impact / Customer Satisfaction	Customer Satisfaction is a term that is frequently used, it is a measure of how the services supplied by the company for customer expectations.
5.	Business Model (Revenue Model)	The Business model is an emerging business model that shift the customer-supplier relationship. *Customer Relationships have 24/7 Email support, Knowledge-based channel. *Key resources support Engineers and Multichannel. *The Activities are held as Customer Service System. *Service used by the enterprise the conducting the activities of the Business.
6.	Scalability of the Solution	The Scalability of the solution is to provide the entire environment that allows your customer service specialist as efficient as possible. The real goal of scaling is an environment where they are able to spend more time on actually resolving critical customer issues.