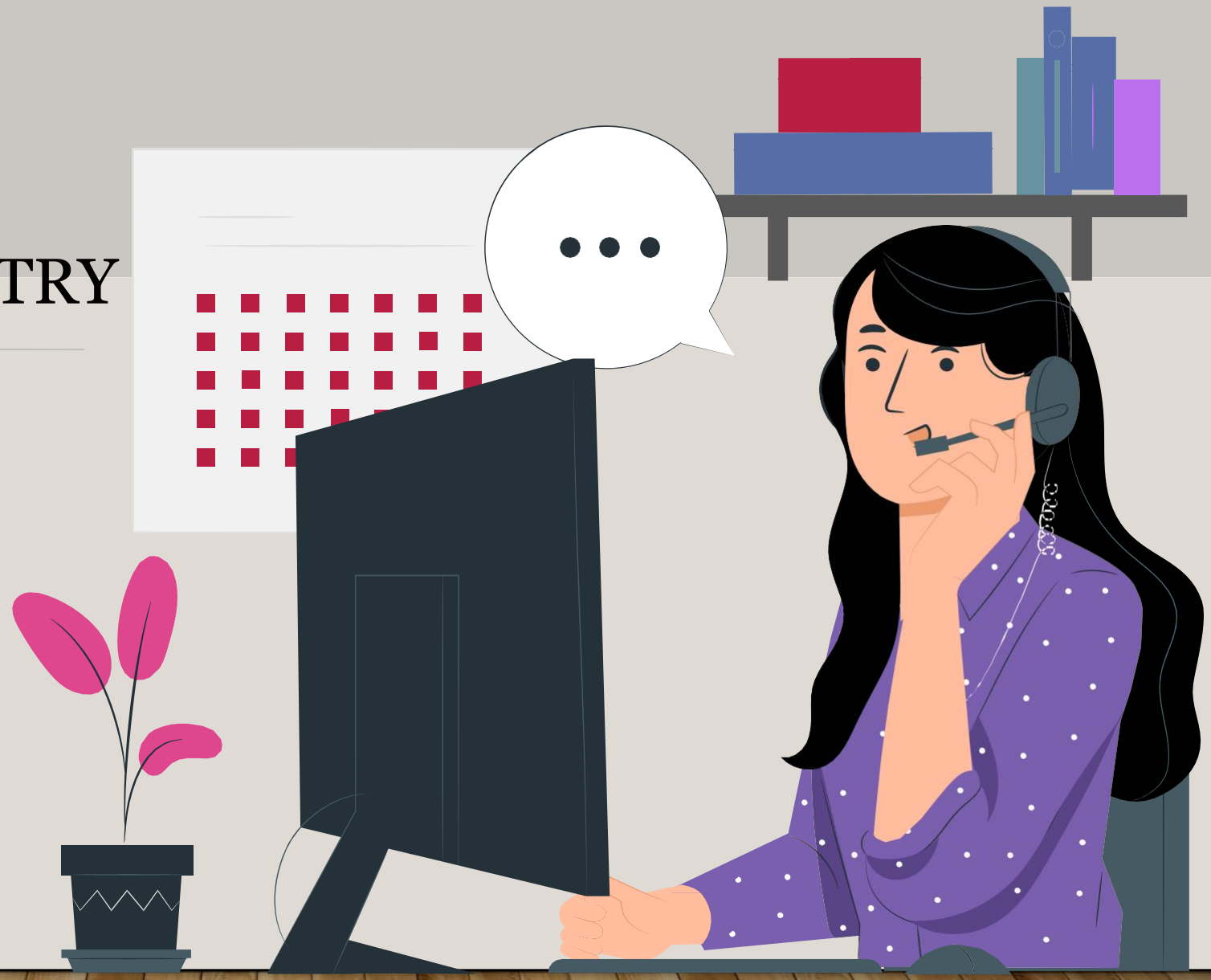
CUSTOMER CARE REGISTRY

PROPOSED SOLUTION



TEAM DETAILS :

TEAM ID : PNT2022TMID37393

College : Mohammed sathak A.J College of Engineering

Department : Computer science Engineering

TEAM MEMBERS :

T.ARIAHRAN
T.PPRAKASH
R.KARTHIKEYAN
MOHAMMED MUNSHID PP

S.NO	PARAMETER	DESCRIPTION
01	Problem Statement	To solve customer issues using Cloud Application Development.
02	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.
03	Novelty / Uniqueness	Assigned Agent Routing, Automated Ticket Closure, Status Shown to the Customer, and Backup data in case of failures.

PROPOSED SOLUTION

S.NO	PARAMETER	DESCRIPTION
04	Social Impact & Customer Satisfaction	Customer Satisfaction, Customer can track their status and Easy agent communication.
05	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
06	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

THANK YOU….