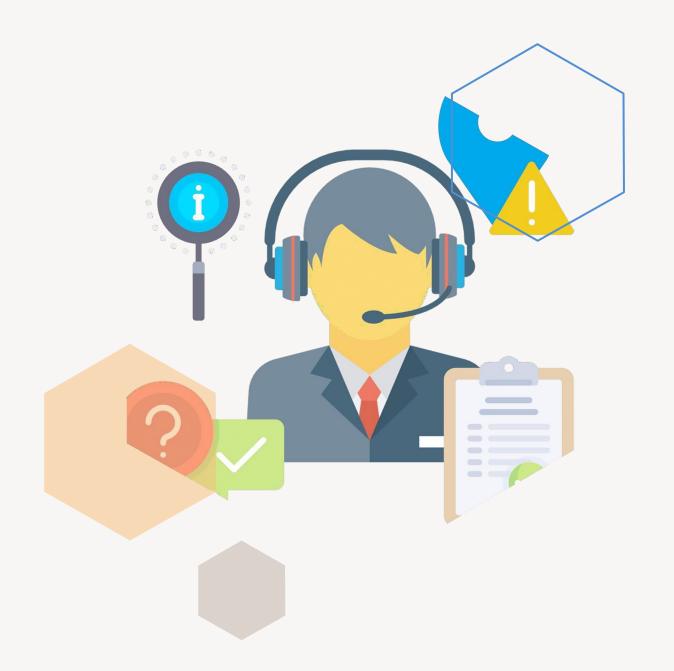
CUSTOMER CARE REGISTRY

PROPOSEISOLUTION



TEAMDETAILS:

TeamNo : PNT2022TMID42929

CollegeName : RVS COLLEGE OF ENGINEERING

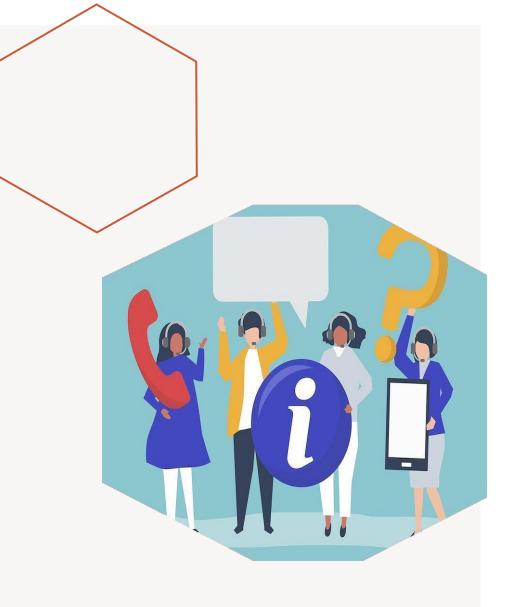
& TECHNOLOGY

Department : COMPUTER SCIENCE &

ENGINEERING

PROBLEMMEMBERS

- 1. ABHINAV V NAMBIAR
- 2. ADWAITH RAJ P
- 3. MOHAMMED ASHRAF B R
- 4. MOHAMMED RABEEH



PROJECTDESIGNPHASE_I

PROPOSEISOLUTION

DATE	10 NOVEMBER2022
TEAMID	PNT2022TMID4292
PROJECINAME	
	CUSTOMER CARE REGISTRY
MAXIMUMARKS	2 Marks

Project team shall fill the following information in the proposed solution template.

S.NO.	PARAMETER	DESCRIPTION
01	Problem Statement (Problem to be solved)	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 theissue 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

Project team shall fill the following information in the proposed solution template.

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

Proposed Solution

Project team shall fill the following information in the proposed solution template.

S.NO.	PARAMETER	DESCRIPTION
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 gruntwork and more time on actually resolving critical customer issues

Proposed Solution

