**Project Design Phase-I**

**Proposed Solution Template**

|  |  |
| --- | --- |
| Date | 19 September 2022 |
| Team ID | PNT2022TMID50320 |
| Project Name | Project – Customer care registry |
| Maximum Marks | 2 Marks |

**Proposed Solution Template:**

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

|  |  |  |
| --- | --- | --- |
| **S.No.** | **Parameter** | **Description** |
|  | Problem Statement (Problem to be solved) | A customer problem statement **outlines problems that your customers face**. It helps you figure out how your product or service will solve this problem for them. The statement helps you understand the experience you want to offer your customers |
|  | Idea / Solution description | Know Your Customer and How to Solve Their Problem  Foster a Customer-Centric Culture  Assign One Customer Service Representative to a Single Customer / Account |
|  | Novelty / Uniqueness | Improve Customer Service with Chat bots  Offer a **Self service**Channel |
|  | Social Impact / Customer Satisfaction | Recognize that the behavior and expectations of customers has changed and that this has implications for customer service |
|  | Business Model (Revenue Model) | **Fixed package**: Whenever clients hire you to provide customer service for their business, they have to pay a fixed package cost. The amount is billed either annually, semi-annually or quarterly.  **Customised packages**: Here, you set the costs for each client based on the services they require and the volume of customer queries/complaints you handle.  **Commission-based**: In this model, your revenue is based on how many customer conversions you drive for the client. |
|  | Scalability of the Solution | [Customer support services](https://3ccontactservices.com/importance-of-outsourcing-technical-support-process/) should be able to grow and adapt to meet the changing demands of customers. As the climate for your industry changes, your services will need to change accordingly to ensure that consumers are always being served efficiently. **Scalable customer support** means ramping up or scaling back the efforts needed to take care of all customers, and to maintain a loyal base. |