**Project Design Phase-I**

**Proposed Solution Template**

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| Date | 19 September 2022 |
| Team ID | PNT2022TMID52279 |
| 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) | To create an interface to land tickets to solve problems for the customers |
|  | Idea / Solution description | 1.creating webpage for logging in.  2.creating dashboard for customer support and for raising tickets.  3.status bar is created to show the progress of completion.  4.Adding subproblems recommendations. |
|  | Novelty / Uniqueness | Creating pre-planned problems(options) to make the technical team to understand the problem easier. |
|  | Social Impact / Customer Satisfaction | Adding star-based review to know how much accurately the problem is solved . |
|  | Business Model (Revenue Model) | 1.Checking timely status of the problem.  2. directing an email to the client regarding the ticket(opening and closing).  3.Predicting the estimated time for solving the problem. |
|  | Scalability of the Solution | As the prescribed app runs on cloud server,scaling is flexible based on our customer over time ,hence scalable. |