

## Project Design Phase-1

### Proposed Solution Template

Date	23 September 2022
Team ID	PNT2022TMID52252
Project Name	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
1.	Problem Statement(Problem to be solved)	This Application has been developed to help the customer in processing their complaints. The recruitment of the customer care is solving customer problems that customer face in daily life. A well-articulated customer problem statement allows you and your team to find the ideal solution for the challenges your customers face.
2.	Idea/Solution description	The proposed Solution implements a cloud based web application as a problem. An web application is created using frontend technologies like HTML, CSS, JS, BOOTSTRAP and for the backend python Flask and for the database IBM DB2 is used. Customer details will be embedded with clouds storage. The admin is responsible for accepting issues from the customer and assign an agent to the respective customer and the agent solves problem.
3.	Novelty/Uniqueness	The refund will be converted into the next travelling fee of the customer
4.	Social Impact /Customer Satisfaction	Customer care registry can provide fast , convenient customer support and immediately react to the customer queries.
5.	Business Model (Revenue Model)	By providing this service to the companies for better customer support
6.	Scalability of the Solution	As this is an web application and uses cloud storage .It can be measured by the quality of the services we provide , quick responses for the issues from the agents we have.