

Project Design Phase-I
Proposed Solution Template

Date	19 September 2022
Team ID	PNT2022TMID35699
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
1.	Problem Statement (Problem to be solved)	Customers facing problems in the product purchased or service provided is very common. For getting resolved these issues customers need to visit physically the regarding organisation which makes it an inconvenient process.
2.	Idea / Solution description	To create a customised application which allows customers can raise their issue which will be forwarded to admin who assigns agents to rectify the issue and customer can also keep track of issue to know the current status.
3.	Novelty / Uniqueness	Without any need to meet in person the problems can be rectified online. Automated assignment of problems to available agents in a distributed manner which reduces the time for a problem to get rectified eventually improves the performance.
4.	Social Impact / Customer Satisfaction	Drastically reduces time for a problem to be rectified which in turn increases the user experience.
5.	Business Model (Revenue Model)	Introducing subscription plans to provide premium services to paid users by which organization can create revenue.
6.	Scalability of the Solution	Improves user's valuable time. Process is much simplified.