



IBM-Project-50811-
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Customer Care Registry

Proposed Solution



Team Details

PNT2022TMID24627

TEAM ID

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Problem Statement (Problem to be solved)

The problem or the problem statement to be solved is that to solve user or customer queries with a customer care registry cloud application.

Idea / Solution Description

Users or Customers should be able to log in to their accounts. They should be able to raise tickets for their queries The raised tickets should be able to flag for the status The Agent should be able to connect with the customer or the user who raised ticket for better communication. The queries should be used for the future conflictions as a answered ticket.

User to User (or) Customer to Customer communication	User to User (or) Customer to Customer communication
ChatBots (or) Assistants	The customer care registry should also consist of chatbot or assistant that can keep track of the users query. It should also be able to label the user queries as answered or not. The assistant should also be able to answer the users common queries.

Additional / Optional services

The additional may include the Mailing service whenever a solution or a reply has been posted for the user raised ticket or query. The status of the query is to be updated by mail to the customer

Simplistic UI

The user should be able to easily understand the UI and is not the assistant should guide the newbies about the UI.

The background features a decorative pattern of overlapping hexagons in three colors: dark teal, medium teal, and light green. The hexagons are arranged in a way that creates a sense of depth and geometric structure, with some hexagons partially obscured by others. The central text is positioned in the middle of the frame, surrounded by these geometric shapes.

Thank You!