

Project Design Phase-I
Proposed Solution Template

Date	19 September 2022
Team ID	PNT2022TMID37832
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)	When service are unavailable, it can sometimes make customers unhappy, especially if they remain out of stock for an extended duration. If customers continually call a company for updates on inventory stock or when they can purchase certain products again, it's important for the customer service representative to provide them with helpful information to ensure their satisfaction. If possible, the customer service rep can also offer the consumer a promotional deal or sale to help make up for any poor experiences.
2.	Idea / Solution description	After the conversation with the customer, it's also important for customer service reps to report the complaint to managers and executives. Communicating with other company officials can help the customer's message reach the individuals who can make influential changes or order more services. It can also help customer service reps understand if there are any reasons the company hasn't restocked the item, such as shipping delays, which they can relay to the consumer. Once the service is back, service reps can contact the customers to let them know.
3.	Novelty / Uniqueness	Creating pre-planned problems to make the technical team to understand the problem easier.
4.	Social Impact / Customer Satisfaction	Adding star-based review to know how much accurately the problem is solved .
5.	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.

6.	Scalability of the Solution	As the prescribed app runs on cloud server,scaling is flexible based on our customer over time ,hence scalable.
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