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)	The Customer have many issue and don't have idea of how to solve the issue on their own.In this situation they need an external help.
2.	Idea / Solution description	Application helps the customer in processing their complaints .An agent is assigned to solve the issue .The Admin will take care in assigning the agents to solve the issue of the customers.
3.	Novelty / Uniqueness	Getting solution will be easier if the customer raised the same issue which was solved earlier.
4.	Social Impact / Customer Satisfaction	The Admin will respond as soon as possible to solve the issue so that waiting time of the customer to solve the issue is very less.
5.	Business Model (Revenue Model)	Customer satisfaction is the main motive of every business so by this application business will be developed and attracts many customers so revenue will be improved.
6.	Scalability of the Solution	The Agent will be assigned as soon as the issue is raised by the customer and the issue will be solved in lesser time.