**CLOUD APPLICATION DEVELOPMENT**

**CUSTOMER CARE REGSTRY**

**Project Design Phase – 1**

**Proposed Solution**

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| Team ID | PNT2022TMID45523 |
| Project Name | Customer Care Registry |
| Maxmimum Marks | 2Marks |

**Proposed Solution :**

Project team shall fill the following information in proposed solution

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| --- | --- | --- |
| S.no | Parameter | Description |
| 1 | Problem statement(solved) | To solved the customer issues help of the website use application |
| 2 | Proposed solution (idea) | Once the customer raise the ticket then admin assigned agent  Routing can be solved  By directly route to the specific agent using email,status shown to the customer can display the status of the ticket |
| 3 | Specific features | Assigned agent Routing automatic ticket status shown to the customer .backup data failure |
| 4 | Customer satisfaction  Impact of social service | Customer satisfaction  Customer track the status and easy agent communication.then understand the issue customer satisfied  Check of status of current on time  Whole process can see the customer’s status  Communication  Service are customer satisfaction |
| 5 | Business Model | Key reasources, knowleage based channel cloud platform services ,offices |
| 6 | Scalablity | An environment where they will be able to spend less time on grunt work  More time required solving customer issues, the scaling customer service is efficient as possible |