Project Design Phase-I Proposed Solution Template

Team ID
PNT2022TMID45758

Project Name
Project - Customer Care Registry

Proposed Solution

This proposed system provides an online way of solving the problems faced by the public by saving time and eradicate corruption, and The ability of providing many of the reports on the system, and add to Facilitate the process of submitting a complaint. In this project we can design web application to analyze the complaints and to provide automatic forwarding system of user's complaints. User is easily known about status of complaints. If the action can't be taken properly means, send to higher authorities. The proposed system is supposed to handle as more number of customers as possible in any particular time. The mail service is also provided to have a communication between the admin and the users. The user queries should be periodically referred and the solution should be provided quickly.

S. No.	Parameter	Description
1.	Problem Statement (Problem to be solved)	The existing system is handled manually and the customers are waiting a call to taken by the call centre employee pick their calls.
2.	Idea / Solution description	The mail service is also provided to have a communication between the admin and the users.
3.	Novelty / Uniqueness	The user queries should be periodically referred and the solution should be provided quickly.
4.	Social Impact / Customer Satisfaction	User is easily known about status of complaints.
5.	Business Model (Revenue Model)	-
6.	Scalability of the Solution	The system is purely based on prediction which predicts an internet plan for the customer.