

**Project Design Phase-I**  
**Proposed Solution**

|               |                         |
|---------------|-------------------------|
| Date          | 19 November 2022        |
| Team ID       | PNT2022TMID25178        |
| Project Name  | Project - Customer Care |
| Maximum Marks | Registry 2 Marks        |

**Proposed Solution :**

Project team shall fill the following information in the proposed solution template.

| S.No. | Parameter                                | Description   |
|-------|--|---|
| 1.    | Problem Statement (Problem to be solved) | To solve customer issues using Cloud Application Development.   |
| 2.    | Idea / Solution description              | Assigned Agent routing can be solved by directly routing to the specific agent about the issue using the specific Email. Automated Ticket closure by using daily sync of the daily database. Status Shown to the Customer can display the status of the ticket to the customer. Regular data retrieval in the form of retrieving lost data.                           |
| 3.    | Novelty / Uniqueness                     | Assigned Agent Routing, Automated Ticket Closure, Status Shown to the Customer, and Backup data in case of failures.  |
| 4.    | Social Impact / Customer Satisfaction    | Customer Satisfaction, Customer can track their status and Easy agent communication.  |
| 5.    | Business Model (Revenue Model)           | <ul style="list-style-type: none"><li>● Key Partners - Third-party applications, agents, and customers.</li><li>● Activities - Customer Service, System Maintenance.</li><li>● Key Resources - Engineers, Multi-channel.</li><li>● Customer Relationship - 24/7 Email Support, Knowledge-based channel.</li><li>● Cost Structure - Cloud Platform, Offices.</li></ul> |
| 6.    | Scalability of the Solution              | All customers are prioritized based on SLA(Service Level Agreement) - Urgent, Moderate, Low.  |