PROJECT DESIGN PHASE -1

PROPOSED SOLUTION

Date	20 October 2022
Team ID	PNT2022TMID09747
Project Name	Customer Care Registry
Maximum marks	2 marks

Proposed Solution:

S.No.	*Parameter*	*Description*
1.	Problem Statement (Problem to besolved)	• To solve customer issues using Cloud Application Development • To solve the long response time
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. • 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 can track their status Easy agent communication.
5.	Business Model (Revenue Model)	Partners are Third-party applications, agents, of a customer. • Activities held as Customer Service, System maintenance. • Customer Relationship have 24/7Email-support, knowledge-based channel. • Cost Structure expresses Cloud Platform, Offices
6.	Scalability of theSolution	• The real goal of scaling customer is providing an environment that will allow your customer service specialists to be as efficient as possible. An environment where they will be able to spend less time on grunt work and more time on actually resolving critical customer issues. • Onboarding is also a key element in scaling