

Project Design Phase-I

Proposed Solution Template

Date	10 october 2022
Team id	PNT2022TMID47409
Project Name	Project - Customer care registry
Maximum Marks	2 Marks

TEAM DETAILS:

Team no : PNT2022TMID47409

College Name : Anna University Regional Campus Madurai

Department : Computer Science and Engineering

TEAM MEMBERS:

- ABIDARSH MOHAN (TEAM LEADER)
- RITCHARD.M
- SRINATH.A
- ANNAMALAI.S

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)	Customers facing problems in the product purchased or service provided is very common. For getting resolved these issues customers need to visit physically the regarding organisation which makes it an inconvenient process
2.	Idea / Solution description	To create a customised application which allows customers who can raise their issue which will be forwarded to admin who assigns agents to rectify the issue and customer can also keep track of issue to know the current status.
3.	Novelty / Uniqueness	The problems can be rectified online. Automated assignment of problems to available agents in a distributed manner. Status shown to the customer.
4.	Social Impact / Customer Satisfaction	Drastically reduces time for a problem to be rectified which in turn increases the user experience and they are more likely to trust and be loyal to the company.
5.	Business Model (Revenue Model)	Introducing subscription plans to provide premium services to paid users by which organization can create revenue.
6.	Scalability of the Solution	The real goal of scaling customer service is providing an environment that will allow your customer service specialists to be efficient as possible.