

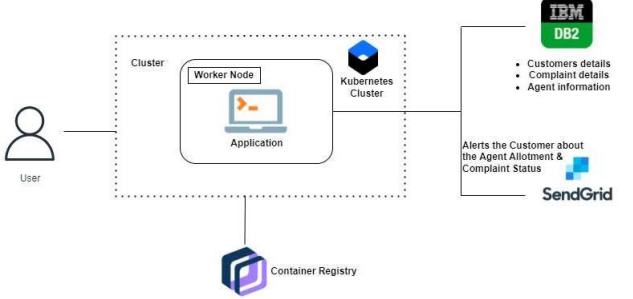
## PROJECT DESIGN PHASE 01

### Proposed-Solution

Batch name	B3-3M5E	
Project name	customer care registry	
Team members	04	

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

S.No.	Parameter	Description
1.	Problem Statement (Problem to besolved)	Customers present era expect instant communication with service departments. They, too, want immediate resolution to their concerns. This is without a doubt the first in a long list of common customer service issues that businesses must address.
2.	Idea / Solution description	Create a process that outlines the workflow of what an agent should do when he or she receives a customer query, with the goal of resolving it as quickly and efficiently as possible.
3.	Novelty / Uniqueness	1. Treat your employees as your first customer 2. Build an emotional connection with customers 3. Get real (time) about feedback 4. Focus furiously on individual customer needs 5. Practice Social Listening 6. Prove that you really, really appreciate your customers
4.	Social Impact / Customer Satisfaction	An organization's main focus must be to satisfy its customers. This applies to industrial firms, retail and wholesale businesses, government bodies, service companies, nonprofit organizations, and every subgroup within an organization.

5.	Business Model (Revenue Model)	 <p>The diagram illustrates a cloud-native architecture. A User (represented by a person icon) interacts with a Cluster. Inside the Cluster, there is a Worker Node running an Application. The Cluster is managed by a Kubernetes Cluster. The Application is connected to a Container Registry. The Application also interacts with IBM DB2, which stores data including Customers details, Complaint details, and Agent information. SendGrid is used to alert the Customer about the Agent Allotment &amp; Complaint Status.</p>
6.	Scalability of the Solution	<p>Select the appropriate technology stack.  Lay the groundwork for future expansion.  Create a strong infrastructure.  Simplify software deployment.  Prepare for whatever may occur.</p>