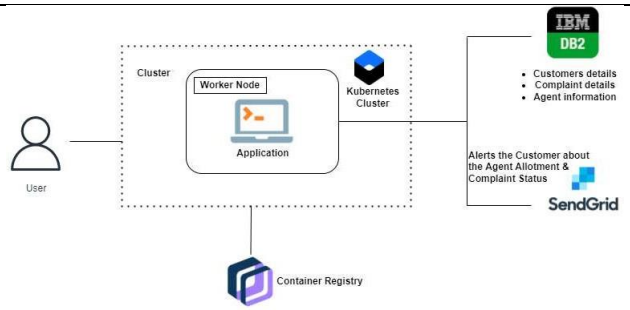
PROJECT DESIGN PHASE 01

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)	
6.	Scalability of the Solution	Select the appropriate technology stack. Lay the groundwork for future expansion. Create a strong infrastructure. Simplify software deployment. Prepare for whatever may occur.