

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

Date	03 October 2022
Team ID	PNT2022TMID05042
Project Name	Customer Care Registry
Maximum Marks	2 Marks

**Proposed Solution:**

S.No.	Parameter	Description
1.	Problem Statement (Problem to be solved)	To solve customer issues using Cloud Application Development.
2.	Idea / Solution description	<ul style="list-style-type: none"><li>Automated Ticket closure by using daily sync of the daily database.</li><li>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.</li></ul>
3.	Novelty / Uniqueness	Assigned Agent Routing of Messages, Automated Ticket Closure, Status Shown to the Customer, and Back up data in case of failures.
4.	Social Impact / Customer Satisfaction	Upon implementing customers feel: <ol style="list-style-type: none"><li>Customer Satisfaction,</li><li>Customers can track Their status,</li><li>Easy communication with Agent.</li></ol>
5.	Business Model (Revenue Model)	<ul style="list-style-type: none"><li>Key Partners are Third-party applications, agents, and customers.</li><li>Activities held as Customer Service, System Maintenance.</li><li>Key Resources support Engineers, Multi-channel.</li><li>Customer Relationship have 24/7 Email Support, Knowledge-based channel.</li></ul>

6.	Scalability of the Solution	<ul style="list-style-type: none"><li>• The real goal of scaling customer service is providing an environment that will allow your customer service specialists to be as efficient as possible.</li><li>• An environment where they will be able to spend less time on work and more time on resolving critical customer issues.</li></ul>
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