PROJECT DESIGN PHASE – I

Proposed Solution

Date	24-09-2022
Team ID	PNT2022TMID07931
Project name	Cloud Application Development- Customer Care Registry
Maximum marks	2 marks

Proposed Solution Template:

The project team shall fill in the following information in the proposed solution template.

S.No	Parameter	Description
1	Problem statement (problem to be solved)	Instead of searching for different solutions on the internet, the customer can raise queries as tickets in this application.
2	Idea/Solution description	The customer needs to create a new account if they are a new user. The customer can raise the tickets to their problems with a detailed description of an issue. The customers can track their tickets and also an e-mail alert will be given to the customer once the agent is assigned.
3	Novelty/Uniqueness	The tracking method will keep updating you on the ticket processing and the agent details will be notified to the customers through an e-mail alert.
4	Social Impact / Customer Satisfaction	Our application can help the customer to track each step of their issue.
5	Business Model (financial benefit)	By providing this service to the companies for better customer support.
6	Scalability of Solution	We can integrate this application with business sites and e-commerce websites which solves issues faced by the customer.