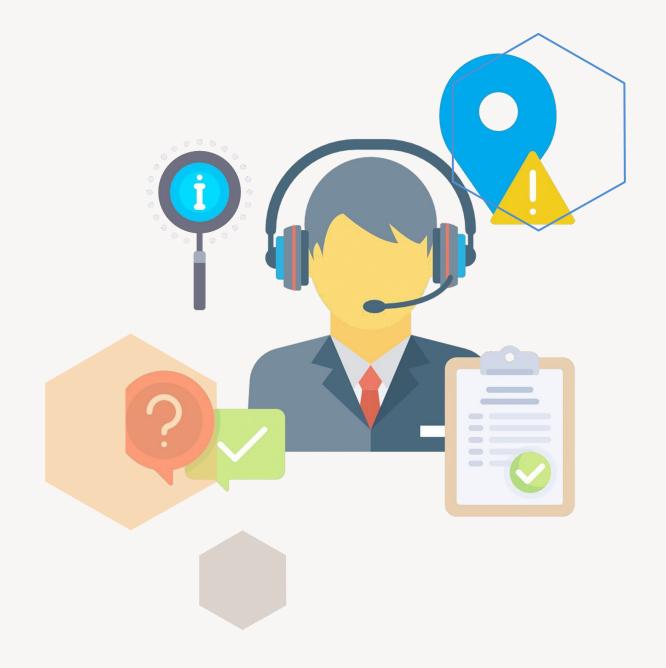
CUSTOMERCARE



REGISTRY

PROPOSED SOLU

TEAM DETAILS:

Team No : PNT2022TMID05299

College Name : PSNA COLLEGE OF ENGINEERING AND TECHN

Department: Electronics and communication engineering



PROBLEM MEMBERS:

RITHESH HARSHAN B → RAJA

PROJECT DESIGN PHASE -I

PROPOSED SOLUTION

24 September 2022
PNT2022TMID05299

PROJECT NAME	
	CUSTOMER CARE REGISTRY
MAXIMUM MARKS	2 Marks

S.NO.	PARAMETER	DESCRIPTION
01	Problem Statement (Problem to be solved)	To solve customer issues using Cloud Application Development.
02	Idea / Solution description	Assigned Agent routing can be solved by directly routing to the specific agent about the issue using the specific Email. Automated Ticket closure by using daily sync of the daily database. 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.

03	Novelty / Uniqueness	Assigned Agent Routing, Automated Ticket Closure, Status Shown to the Customer, and Backup data in case of failures.
S.NO.	PARAMETER	DESCRIPTION
04	Social Impact / Customer Satisfaction	Customer Satisfaction, Customer can track their status and Easy agent communication.

PARAMETER

S.NO.

05	Business Model (Revenue Model)	 Key Partners are Third-party applications, agents, and customers. Activities held as Customer Service, System Maintenance. Key Resources support Engineers, Multichannel. Customer Relationship have 24/7 Email Support, Knowledge-based channel. Cost Structure expresses Cloud Platform, Offices

DESCRIPTION

06	Scalability of the Solution	The real goal of scaling customer service is providing an environment that will allow your customer service specialists to be as efficient as possible. An environment where they will be able to spend less time on grunt
		work and more time on actually resolving critical customer issues
		Cittical custoffier issues

