**Project Design Phase-I**

**Proposed Solution Template**

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| Date | 05 October 2022 |
| Team ID | PNT2022TMID47962 |
| Project Name | Project -Customer Care Registry |
| Maximum Marks | 2 Marks |

**Proposed Solution Template:**

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

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| **S.No.** | **Parameter** | **Description** |
|  | Problem Statement (Problem to be solved) | Kavya is an admin of water purifier who needs to collect complaints from customer because they offer a dashboard for customer support to rectify their issues |
|  | Idea / Solution description | We build good and friendly relationship between customers so we produce a app " CUSTOMER CARE REGISTERY "  We have dashboard on our project for rectify customer's queries and we will answer customer's questions what they want in a particular time with patience...  Our most important one is customer's satisfaction..  We never allow customer to angry  We have multi languages for customers purpose |
|  | Novelty / Uniqueness | They should have a naturally friendly disposition, an upbeat personality, and the ability to engage others in conversations. |
|  | Social Impact / Customer Satisfaction | We rectify customer's queries in 15 or 20 minutes and if the problem's solution is more than 20 minutes we will recover it in 24 hrs  we will work 24/7 ..  We are always available for Customer's queries |
|  | Business Model (Revenue Model) | Business-to-consumer (B2C) model  Business-to-business (B2B) model |
|  | Scalability of the Solution | We will give 99% accuracy of our service  We will less the 1% for our time consuming based on the queries |