

## Project Design Phase

### Proposed Solution Template

Date	18 February 2026
Team ID	LTVIP2026TMIDS24197
Project Name	Civil Engineering Insight Studio
Maximum Marks	2 Marks

## Proposed Solution Template

S.No.	Parameter	Description
1	<b>Problem Statement (Problem to be solved)</b>	Many customers face delays, lack of transparency, and confusion while seeking support from organizations. There is no structured system to track complaints, assign agents properly, or monitor issue resolution. This leads to frustration, repeated complaints, and reduced trust in the company.
2	<b>Idea / Solution Description</b>	The proposed solution is a role-based web application called <b>Customer Support System (CSS)</b> . It allows customers to register and submit complaints, agents to manage assigned users and resolve issues, and admins to manage agents and monitor system activities. The system provides complaint tracking, structured assignment, and transparency in issue resolution.
3	<b>Novelty / Uniqueness</b>	The uniqueness lies in structured role-based access (Admin, Agent, User), automatic agent assignment, real-time status tracking, and centralized issue history. It reduces manual communication like emails and calls, providing a digital, organized, and efficient support workflow.
4	<b>Social Impact / Customer Satisfaction</b>	The system improves customer satisfaction by providing faster response times, transparency, and easy complaint tracking. It reduces frustration and builds trust between customers and organizations. It promotes digital communication and efficient service management.
5	<b>Business Model (Revenue Model)</b>	The system can follow a SaaS (Software as a Service) model where companies subscribe monthly or yearly. Revenue can be generated through: <ul style="list-style-type: none"><li>• Subscription plans (Basic, Premium)</li><li>• Custom enterprise solutions</li><li>• Maintenance &amp; support services</li></ul>
6	<b>Scalability of the Solution</b>	The system can scale by adding more agents, integrating AI chatbots, expanding to mobile applications, supporting multi-language features, and serving multiple organizations. Cloud deployment ensures it can handle increasing users and data efficiently.