**Project Design Phase-I**

**Proposed Solution Template**

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| Date | 19 September 2022 |
| Team ID | PNT2022TMID50123 |
| 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) | To solve the issues facing by the customer. |
|  | Idea / Solution description | An Agent will be assigned to the Customer to solve the problem.  Whenever the agent is assigned to a customer they will be notified with an email alert.  Customers can view the status of the ticket till the service is provided. |
|  | Novelty / Uniqueness | Each user will be assigned with an agent.  They can view the status of their complaint. |
|  | Social Impact / Customer Satisfaction | Customer can track their status with agent communication. |
|  | Business Model (Revenue Model) | -Customer relationship have 24/7 email support.  -Key partners are Third party applications, agents and customers. |
|  | Scalability of the Solution | User-generated content is often underrated in customer support. When you have customers who’d like to share their experience using your product/service and also help other users with their questions, building a community that enables them to do so goes a long way in ensuring queries are answered on time. |