

Define CS, fit into CC	1. CUSTOMER SEGMENT(S) 1) Who is customer ? Existing user or new user registered for raising issue customer who are not able to solve own complaints. - Public individual - Agent - Administration customer	6. CUSTOMER CONSTRAINTS CC Supported by all the devices and alter via email feature. this solution also provide graphical way. - System failure - Time delay - Delayed Response - Error created in new way	5. AVAILABLE SOLUTIONS AS 1) By communication properly. 2) By reading Guidelines 3) Help Desk 4) Chat Bot 5) Voice Assistant 6) Zen Desk	Explore AS, differentiate
Focus on J&P, tap into BE, understand RC	2. JOBS-TO-BE-DONE / PROBLEMS J&P 1) The application get the free solution where we provided our agents 2) Ask simple question to also provide some suggestion 3) The application mostly allow the customer to find solution. - Rising Tickets - Automated ticket closure - Customer status shown - Customer data backups	9. PROBLEM ROOT CAUSE RC 1) Not properly read a application guidelines. 2) Lack of knowledge in some customer 3) Not a proper Customer communication way 4) Customer Understanding way 5) Agent failed assign admin - Time Delay - Customer not responding - Data loss	7. BEHAVIOUR BE - Proper solution for customer complaints. - Make flexible status update - Regular activity checkup - Daily Data backup (Customer details) - Using smart devices to communicate - Customer track the issues from emails.	Focus on J&P, tap into BE, understand RC
Identify strong TR & EM	3. TRIGGERS TO ACT TR Customer can know to solve their solutions. Quick way to solve the customer issues. Smart status tracker	10. YOUR SOLUTION SL To provide insights on their queries is a graphical way and personal help desk also 1) Looking for status of the available tickets 2) Customer situation way 3) Back up data as regular restoring 4) Ticker booking through Automation routing 5) All the issues via email way communication 6) Flexible and reliable solutions.	8. CHANNELS OF BEHAVIOUR CH 8.1 ONLINE Recommendations for already existing solution for other online applications and social media recommend also. online way to communicate and customer notify email alert. 8.2 OFFLINE Mostly offline is better than online because offline turns to high time consuming as well have many failure cases as the customer approach new one. Quick and reliable communication for offline. Best solution for their complaints.	Identify strong TR & EM

4. EMOTIONS: BEFORE / AFTER



Which emotions do people feel before/after this problem is solved?Use it in your communication strategy

The customers can get the from Help Desk customer situation understand to solve the problems They feel Anxiety and frustrated and stressed as it emergency to bring quick response and solution provide