Project Design Phase-I

Problem Solution Fit

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Team ID	PNT2022TMID17282
Project Name	Project-Customer care registry

Define CS, fit into CL	**1. CUSTOMER SEGMENT(S)** `CS` Customer who are not able to solve them own complaints of what they are facing	**6. CUSTOMER LIMITATIONS** EG. BUDGET, DEVICES `CL` These applications will be supported by almost all the devices. This solution also provides insights in a graphical way	**5. AVAILABLE SOLUTIONS** PLUSES & MINUSES `AS` By reading the guidelines properly Offer a solution and give whenever possible By communicating properly	**Explore AS, differentiate**
Focus on PR, tap into BE, understand RC	**2. PROBLEMS / PAINS** + ITS FREQUENCY `PR` • The applications allow the customers to find the solution for their queries • they will able to categorize their expenses • they also get the free solution where we provide our agents	**9. PROBLEM ROOT / CAUSE** `RC` Lot of customers don't know the guidelines for the problems Some customers have of lack of knowledge Not knowing the answer to a question not reading the guidelines properly	**7. BEHAVIOR** + ITS INTENSITY `BE` Make sure he/she reads the guidelines properly Make sure they find a proper solution for the queries	**Focus on PR, tap into BE, understand RC**
Identify strong TR & EM	**3. TRIGGERS TO ACT** `TR` Customer can know to solve their solutions **4. EMOTIONS** BEFORE / AFTER `EM` **Customer can get the from the help desk**	**10. YOUR SOLUTION** `SL` To design a personal help desk using flask To provide insights on their queries in Graphical way	**8. CHANNELS of BEHAVIOR** `CH` All their data are secured and being updated to cloud storage OFFLINE Make sure defined the best solution of the complains	**Extract online & offline CH of BE**