# Project Design Phase-I
# Problem Solution Fit

| Date | 01 October 2022 |
|------|-----------------|
| Team ID | PNT2022TMID25170 |
| Project Name | Project - Customer Care Registry |
| Marks | 4 Marks |

**ExploreExplore AS, differentiateAS, differentiate**

## 1. CUSTOMER SEGMENT(S) — CS

Who is the Customer ?

- Public Individuals
- Organisational Customer
- Agent
- Administrator

## 6. CUSTOMER CONSTRAINTS — CC

What constraints prevent your customers from taking action or limit their choices of solutions?.

- Time Delay
- System Failure
- Delayed Response
- 404 Error/Gateway Error

## 5. AVAILABLE SOLUTIONS — AS

Which solutions are available to the customers when they face the problem or need to get the job done? What have they tried in the past? What pros & cons do these solutions have?

- Help Desk
- Zen Desk
- ChatBot
- Omni Channels
- Knowledge Base
- Voice Assistant

**Explore AS, differentiate**

## 2. JOBS-TO-BE-DONE / PROBLEMS

J&P

Which jobs-to-be-done (or problems) do you address for your customers? There could be more than one; explore different sides.

- Assigned Agent Routing.

- Automated Ticket Closure.

- Status shown to the Customer.

- Back up Datas in case of Failures.

## 9. PROBLEM ROOT CAUSE

RC

What is the real reason that this problem exists? What is the back story behind the need to do this job?
i.e. customers have to do it because of the change in regulations.

- Time Delay

- Customer Not Responding

- Status Unavailable

- Data Loss

## 7. BEHAVIOUR

BE

What does your customer do to address the problem and get the job done? i.e. directly related: find the right solar panel installer, calculate usage and benefits; indirectly associated: customers spend free time on volunteering work (i.e. Greenpeace)

- Manage the Time by Using Smart Automated System.

- Report the Customer Status

- Make Flexible Status Update

- Regular Backup Creation

### 3. TRIGGERS
**TR**

What triggers customers to act?
Quick Resolving Issues and Smart Status Tracker

### 4. EMOTIONS: BEFORE / AFTER **EM**

How do customers feel when they face a problem or a job and afterwards?

They feel Anxiety,Frustrated and Stressed as it is a Critical or Emergency Situation to bring a Good Solution.

### 10. YOUR SOLUTION
**SL**

If you are working on an existing business, write down your current solution first, fill in the canvas, and check how much it fits reality.
If you are working on a new business proposition, then keep it blank until you fill in the canvas and come up with a solution that fits within customer limitations, solvesa problem and matches customer behavior.

- Ticket Booking through Automation Routing.

- Looking for Status of the Available Tickets.

- Solving Problems as a Customer is Unavailable.

- Back Up Data as a Regular Restoring

### 8.8 CHANNELS of BEHAVIOR **CH**
**8.1 ONLINE**
What kind of actions do customers take online? Extract online channels from #7

Approach to the best Solvable Expert from the Available Existing Applications or Search for the best Suitable Solution from the Social Media Recommendations.

**8.2 OFFLINE**
What kind of actions do customers take offline? Extract offline channels from #7 and use them for customer development.

Mostly looking into Online for the solving the issue is better because offline turns to be high time consuming as well have many failure cases as the Customers approach is very new.