# Customer Support Helpdesk Project

## **Phase 1: Problem Understanding & Industry Analysis**

### **Requirement Gathering**

* Collect business needs: tracking customer issues, assigning agents, ensuring timely resolution, and monitoring service quality.
* Identify must-have features:
  + case logging
  + automated case assignment
  + escalation rules
  + SLA tracking, and reporting.

### **Stakeholder Analysis**

* **Customers** → Raise complaints, receive timely updates.
* **Support Agents** → Get case assignments, track and resolve efficiently.
* **Managers** → Monitor performance, escalations, and resolution times.
* **Admin** → Ensure system security, stability, and integrations.

1. **Business Process Mapping**

* **Process Flow:**

Customer logs case → Auto-assigned to agent → Agent resolves or escalates → Customer notified → Case closed with feedback → Manager reviews via dashboard.

1. **Industry-Specific Use Case Analysis**

* In customer service, complaints vary by industry but share common needs: timely response, clear tracking, and proper escalation.
* So, we need to log cases centrally, auto-assign them to agents, escalate overdue cases, and notify customers at each stage.

1. **AppExchange Exploration**

* Many “Customer Support” apps exist, offering case tracking, SLA monitoring, and chat integration. But we’ll build a simpler custom solution on Salesforce to learn the core concepts.