

Problem statement

This Application has been developed to help the customer in processing their complaints. The customers can raise the ticket with a detailed description of the issue. 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.



Key rules of brainstorming

To run an smooth and productive session

Stay in topic.

Defer judgment.

Brainstorm

Aswitha

Aishwarya

shipping

Keerthana

Avantika

Experiments Discounts

Focus on

Group ideas

Implement a chatbot

system

Quick access to

knowledge bases,

subject matter experts

and other sources of

information that can

help them resolve an

Have a constantly

improving database

of questions and

answers that's

immediately

accessible to agents

at any location

access and control with a data governance framework

> Track your help desk operations is that you'll have accurate, comprehensive data: how long the average ticket takes to resolve, how many need to be escalated, and so on.

Make knowledge base accessible to agents right in their console, answers from the widest possible pool of sources are available instantly when a customer first calls.

Management tool that catalogs customer

Keywords and language detection get the right issues to the right agents in the right way, and the agents can then respond

Help desk software can support social customer service by integrating with email servers, CRM and social listening tools to treat all these requests as support tickets

Prioritize









