

PROBLEM STATEMENT :

Information technology has changed the way organizations function. This has resulted in reliance on help desks to support users in dealing with a wide range of information technology related problems such as hardware, software and telecommunication. The help desk generally has to cover a wide range of information technology products and services. However, due to resource constraints, in particular the lack of help desk staff, users often have to wait for a long time before their enquiries and problems are answered and solved. The aim of this project is to present the results of a survey that identifies the classification of simple and routine technical enquiries in a help desk environment.

SOLUTION:

Customers often dislike the long wait when it comes to getting a reply about their query or issue. It's important to keep response times as short as possible and work to resolve issues quickly. Getting customers routed to the right agent who can solve their problem the first time is also critical. So making sure that agents provide immediate acknowledgment of queries is key to maintaining a good customer relationship. Customer Care Registry is the combination of practices, strategies and technologies that companies use to manage and analyze customer interactions and data throughout the customer lifecycle. The goal is to improve customer service relationships and assist in customer retention and drive sales growth. Customer service solutions are products or services that businesses use to gain a deeper understanding of their customers' needs and expectations. They work to streamline and improve customer communications, therefore increasing customer satisfaction.