

An industry made up of companies that primarily earn revenue through providing intangible products and services. Service industry companies are involved in retail, transport, distribution, food services, as well as other service-dominated businesses. Also called service sector, tertiary sector of industry. See also primary industry, secondary industry. Few of the points will elaborate the importance of service industries in our lives.

- There has been an increase in demand for the services of professionally qualified technicians with establishment of technical institutes.
- Communication services like entertainment, education and the right to information by the public is more important.
- Due to increasing standards in education there is an increasing demand for educational services. Primary, secondary, higher secondary schools, junior degree collgese are the institutes which are in great demand. As

the number of students goes up the demand for private classes, tuitions, etc. also increases.

- Banking services have become necessary to meet financial requirements of the public and the national industrial sector.
- Personal care services are essential to develop potentiality of an individual for a perfect personality and positive image.
- Electricity services are required for the benefit of society, industry and so on.
- With the increasing amount of trade and business, done by road there has been a demand for transport services which benefits various automobile manufacturers. Large section of population prefer having their own vehicles, proving a good business propositions for automatic industry.
- The tourism has geared itself to make the tourists enjoy the holiday seasons in the places of their choice and take them away from monotonous existence of cities.
- Adequate hospital services are essential for the well being of the society.
- Hospitality services work on the strategies to satisfy the business class through their service in terms of comfort and satisfaction. The above activities have left the management scientists, professionals and socio-economic thinkers to analyse and understand that managing services need attention, to stay in business.
- As the natural resources are depleting and need for conservation is increasing we see the coming of service providers like pollution control agencies, car pools etc.
- The development in information technology has given rise to services like pager service PCOs, world wide web etc.

Professional requirements need a change when technology develops and evolves. This necessitates proficiency in the management level by giving a boost to abilities.

Now a days every new system is trying for a blockchain based platform. Crystal clear services is the another invention in the service industry which will use the blockchain for the first time. Right now, service industry is facing great issues including lack of organization and transparency for the users. CCT comes up with all the required solutions for the service providers as well as for the users. CCT vision is to build a bridge between service provider and customers by providing them the platform where everything would be clear on the both end.

## **CCT Background**

The creators of CCT has more than 10 years of experience in dispensing services and have also recognized the growing demand of for a serious overhaul. CCT created a transparent system which also eliminates middleman and all the transactions and services recorded in the non editable blockchain which is viewable to everyone . CCT will enable users to built reputations on real reviews and recommendations.

## **Problems and Solutions**

A majority of companies employ capable workers who possess adequate job knowledge and demonstrate sufficient job skill. These employees know WHAT to do and HOW to do it.

Where most companies fail (and where the consistency of customer service quality routinely breaks down) is they stop there, assuming that employees are now equipped to consistently provide exceptional customer service.

Almost 20% growth is recorded every year in the online freelance services and with this growth, problems for customers and Participants are also growing. Services are intangible and so customers cannot see or hold them before they buy it. Buyers are therefore uncertain about the quality of service

and feel they are taking a risk. The buyer is unable to conceptualize and evaluate a service from beforehand. From the seller's perspective he finds it challenging to promote, control quality and set the price of the service he is provide. Unlike products the intangible nature of service causes difficulties to both client and the firm.

Defining and improving quality in the service industry is a major challenge. Unlike products very often services are produced and consumed simultaneously. As a result service quality management faces challenges that the product industry never ever comes across. In the product industry the manufacturer gets ample opportunity to test his products before they reach the market. In case of a quality issue the problem is taken care of during the quality check and customer satisfaction is taken care of. However during service production the customer is right in front. To guarantee customer satisfaction in this scenario is a major challenge.

Transparent Feedback is the another problem faced in service industry as most of the genuine feedback has been deleted so they always unable to find real reviews and the actual cost for a particular service.

CCT Platform makes really easy for the consumers to search for the worthy and skillful service in their city. Platform also provides a transparency where consumers can see the history orders of the service providers with the respective feedback given by the other consumers. Consumers will find the service of their choice with the best market rates on this platform as service provider do not have pay for advertising and lead generation. Platform also assures the consumers to provide an honest feedback (good or bad) which will be useful for the future consumers. Consumers can also know about the details of the service provider through this platform.

Service providers also faced the same problems like customers as they always has a risks where customer does not pay for the service. Marketing cost has always been an issue for service provider to attract more customers.

Here after adoption of CCT platform, advertising cost will be reduced which enables service provider to have a great income. No payment issue has also been covered by this platform, now service provider do not have to worry about the payment. Blacklisted customers will be avoided through this platform in all the directions of the services.

Crystal clear provides solutions at both the ends with its own platform which makes things more transparent and fair which results in trust and comfort for all the participants.

### CCT Tokens Distribution

CCT tokens is the cryptocurrency which will be introduced by this platform for making the transactions. These tokens is simply ERC20 which is counted at the top of the list. After the ICO, CCT token will be released in to free circulations on all the major cryptocurrency exchanges.

### ICO Details

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