**Project Title: CUSTOMER CARE REGISTRY Project Design Phase-I** - **Solution Fit Template Team ID:** PNT2022TMID34857

**Focus on J&P, tap into BE, understand RC**

**Explore AS, differentiate**

**Deﬁne CS, ﬁt into CC**

The users can login to the platform and just give the information required and they can explain their issues. Employee will assign to solve their issues.

**AS**

**5. AVAILABLE SOLUTIONS**

Client information gets stored and gets received when required.

**CC**

**6. CUSTOMER CONSTRAINTS**

**CS**

**1. CUSTOMER SEGMENT(S)**

Web users, mainly persons who make compliant through online.

**Explore AS, differentiate**

**Define CS, fit into CC**

**BE**

**7. BEHAVIOUR**

Effective customer service starts by listening to what customers have to say about their needs, wants or concerns. If you can provide complete and honest answers to their questions, you begin to gain their trust.

**RC**

**9. PROBLEM ROOT CAUSE**

1. Probably the server is overloaded or unreachable because of a network problem.
2. Cancellation tickets can be done either through the user login in the website or mobile application.
3. Dealing with angry customers.

**J&P**

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

Customer service representatives work directly with clients or customers to provide assistance, resolve complaints, answers questions. If you enjoy helping people, a customer service jobs to be done.

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**Identify strong TR & EM**

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| --- | --- | --- | --- | --- |
| **Identify strong TR & EM** | **3. TRIGGERS TR**  Not knowing the criteria for solving the queries. User can know about the platform through browsing or via friends | **10. YOUR SOLUTION SL**  Our solution to solving the queries. To solve the queries agent is assign to the user. User explains their queries so the agent will solve the problem. | **8.CHANNELS of BEHAVIOUR CH**  Online: login to the website and explain their issues of the product. |  |
| **4. EMOTIONS: BEFORE / AFTER EM**  **Before:** Getting fault product from the online Website.  **After:** Queries clear for the fault product. |