**PROBLEM STATEMENT DOMAIN** : CLOUD APPLICATION DEVELOPMENT

**TITLE** : CUSTOMER CARE REGISTRY

**RECOMMENDER APPLICATION**

**1.WHO DOES THE PROBLEM AFFECT?**

*IT AFFECTS THE BOTH COMPANY’S REPUTATION AND CUSTOMER’S TRUST OVER THE COMPANY.*

**2.WHAT IS THE ISSUE?**

*\*NO CORRECT RESPONSE FROM THE CUSTOMER CARE*

*\*TRUST OVER THE COMPANY DECREASES*

**3.WHAT ARE THE BOUNDARIES OF THE PROBLEM?**

*CUSTOMER MAY REACH UPTO THE CONSUMER COURT OVER AN ISSUE.*

**4.WHEN DOES THE ISSUE OCCUR?**

*WHEN THERE IS NO RESPONSE FROM THE COMPANY’S CUSTOMER CARE TEAM.*

**5.WHERE IS THE ISSUE OCCURING?**

*COMPANY’S CUSTOMER CARE TEAM.*

**6.WHY IS IT IMPORTANT THAT WE FIX THE PROBLEM?**

*TO HELP THE CUSTOMER WHO HAS COMPLAINT OR QUERIES OVER THE COMPANY OR ITS PRODUCT.AND TO BUILD AN FRIENDLY ENVIRONMENT BETWEEN THE COMPANY AND CUSTOMERS.*