Project Design Phase-I
Problem Solution Fit

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Team ID	PNT2022TMID14729
Project Name	Customer Care Registry

Problem-Solution Fit

1. CUSTOMER SEGMENT(S) `CS`

Ordinary folks

6. CUSTOMER LIMITATIONS EG. BUDGET, DEVICES `CL`

- Buyer perception is affected disproportionally.
- Dissatisfied.
- Returning the item
- Complaining to the appropriate authority.

5. AVAILABLE SOLUTIONS PLUSES & MINUSES `AS`

Provide a substitute for the unavailable goods. Before purchasing things, conduct product testing. Respond to consumer inquiries as soon as possible. Quick delivery. Provide accurate products.

Define CS, fit into CL

Explore AS, differentiate

2. PROBLEMS / PAINS + ITS FREQUENCY `PR`

- Products that are unavailable
- Product of poor quality
- Long wait times for customer service responses
- Delay in delivery
- Offering the incorrect product

9. PROBLEM ROOT / CAUSE `RC`

- Not updating the stock.
- Inadequate product testing.
- Customer service is ineffective.
- Awful delivery system.
- Poor product inspection prior to packaging.

7. BEHAVIOR + ITS INTENSITY `BE`

- When the product is unavailable, switches to another product.
- Demand for the replacement of a low-quality product.
- Advice on how to improve response time and delivery speed.
- Returning and replacing an incorrect product

Focus on PR, tap into BE, understand RC

Focus on PR, tap into BE, understand RC

3. TRIGGERS TO ACT `TR`

- Viewing items accessible on other websites.
- Other areas have high-quality products.
- Short wait period and quick delivery for others.

10. YOUR SOLUTION `SL`

- Stock up on things as they become available and as they are sold.
- Product quality must be properly tested.
- Customer service that is effective.
- Improving the supply system
- Checking the merchandise twice or three times before packaging it.

8. CHANNELS of BEHAVIOR `CH`

ONLINE

Through digital media, users may search for, purchase, use, and evaluate items or services that they believe will meet their requirements.

4. EMOTIONS BEFORE / AFTER `EM`

Before - Frustrated and enraged, Run out of patience.

After - Positive buying experience, trustworthy and satisfied

OFFLINE

Utilize the client experience to aid in customer development.

Identify strong TR & EM

Extract online & offline CH