Project Design Phase-I

Date	01 october 2022
Team ID	PNT2022TMID42197
Project Name	Customer Care Registry
Maximum Marks	4 Marks

Problem Fit Control

1.CUSTOMER SEGMENT(S)

CS

6.CUSTOMER CONSTRAINTS



5.AVAILABLE SOLUTIONS

- · Normal consumers
- · Mobile users

· Internet is necessary to use the web app

The server may sometimes busy

The peoples can send the message about the problem if any issues the customer care will solve that solutions.

2.JOBS TO BE DONE/PROBLEMS



9.PROBLEM ROOT CAUSE





- The customers issues need o be rectified.
- The proper response to the customers.

- It occur due to bad network connections.
- · Poor maintainence on services

· The customer can say the problem to that officer. Then the officer will recover the problem

3.TRIGGERS



- · To run the server always active
- · Available inernet access

10.OUR SOLUTION



8.CHANNELS of BEHAVIOUR

7.BEHAVIOUR

СН

Monitoring the problems and the and collect the informations from customers and solve the customers

problems.

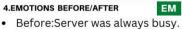
office.

Sends the information to the head

8.2 OFFLINE

We will serve correctly in upcomng days.

4.EMOTIONS BEFORE/AFTER



After:Server is not busy it runs correctly.