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`

- Normal consumers
- Mobile users

6.CUSTOMER CONSTRAINTS `CC`

- Internet is necessary to use the web app
- The server may sometimes busy

5.AVAILABLE SOLUTIONS `AS`

- 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 `J&P`

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

9.PROBLEM ROOT CAUSE `RC`

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

7.BEHAVIOUR `BE`

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

3.TRIGGERS `TR`
- To run the server always active
- Available inernet access

4.EMOTIONS BEFORE/AFTER `EM`
- Before:Server was always busy.
- After:Server is not busy it runs correctly.

10.OUR SOLUTION `SL`

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

8.CHANNELS of BEHAVIOUR `CH`

8.1 ONLINE
Sends the information to the head office.

8.2 OFFLINE
We will serve correctly in upcomng days .