Define CS, fit into C

Explore AS, differe

1. CUSTOMER SEGMENT(S) `CS`

Web users, mainly persons who make compliant through online and using other communication.

6. CUSTOMER CONSTRAINTS

Client information are stored and is received when required.

5. AVAILABLE SOLUTIONS

The users can login to the platform and just provide the information required and they can explain their issues and doubts. Employee will assigned to solve their issues and query

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

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

2. JOBS-TO-BE-DONE / PROBLEMS

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

9. PROBLEM ROOT CAUSE `RC`

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

7. BEHAVIOUR `BE`

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

Identify strong TR & FM

Identify strong TR & EM

3. TRIGGERS `TR`

Not knowing the criteria for solving the queries. Users can know about the platform through browsing or via friends.

10. YOUR SOLUTION `SL`

Our solution to solving the queries/enquiry. 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 websites and explain issues of the product.

4. EMOTIONS: BEFORE / AFTER EM

Before: Getting fault product from the online Website.

After: Queries clear for the fault product.