Project Design Phase

Problem Solution Fit

Date	-	01 October 2022
Team ID	-	PNT2022TMID32161
Project Name	-	Customer Care Registry
Maximum Marks	-	2 Marks

CUSTOMER CARE REGISTRY

PROJECT CONTRIBUTERS

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1. CUSTOMER SEGMENT(S) `CS`

1.Who is customer ?

Existing user or new user registered for raising issue customer who are not able to solve own complaints.
- public individual
- Agent
- Administration customer

6. CUSTOMER LIMITATIONS `CL`

What limits your customers to act when problem occurs?
Spending power, budget, no cash in the pocket? Network connection?
Available devices?

Supported by all the devices and alter via email feature. this solution also provide graphical way.
- System failure
- Time delay
- Delayed Response
- Error created in new way

5. AVAILABLE SOLUTIONS `AS`

Which solutions are available to the customer when he/she is facingthe problem? What had he/she tried in the past? Pluses & minuses?

1) By communication properly.
2) By reading Guidelines
3) Help Desk
4) Chat Bot
5) Voice Assistant
6) Zen Desk

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to CL

Focus on PR, tap into BE, understand RC

2. PROBLEMS / PAINS `PR` + ITS FREQUENCY

Which problem do you solve for your customer?There could be more than one,explore different sides.eg. existing solar solutions for private houses are not considered a good investment

1) The application get the free solution where we provided our agents
2) Ask simple question to also provide some suggestion
3) The application mostly allow the customer to find solution.
- Rising Tickets
- Automated ticket closure
- Customer status shown
- Customer data backups

9. PROBLEM ROOT / CAUSE `RC`

What is the root of every problem from the list?eg. People think that solar panels are bad investment right now, because they are tooexpensive, and possible changes to the law might influence the return ofinvestment significantly and diminish the benefits

1) Not properly read a application guidelines.
2) Lack of knowledge in some customer
3) Not a proper Customer communication way
4) Customer Understanding way
5) Agent failed assign admin

- Time Delay
- Customer not responding
- Data loss

7. BEHAVIOR `BE` + ITS INTENSITY

What does your customer do about / around / directly or indirectly related to the problem?

- Proper solution for customer compilants.

- Make flexible status update

- Regular activity checkup

- Daily Data backup (Customer details)

- Using smart devices to communicate

- Customer track the issues from emails.

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to BE, understand RC

3. TRIGGERS TO ACT `TR`

What triggers customer to act?

Customer can know to solve their solutions.

Quick way to solve the customer issues.

Smart status tracker

4. EMOTIONS BEFORE / AFTER `EM`

Which emotions do people feel before/after this problem is solved?Use it in your communication strategy

The customers can get the from Help Desk customer situation understand to solve the problems They feel Anxiety and frustrated and stressed as it emergency to bring quick response and solution provide.

10. YOUR SOLUTION `SL`

If you are working on existing business - write down existing solution first, \ fill in the canvas and check how much does it fit reality.If you are working on a new business proposition then keep it blank until you fill in the canvas and come up with a solution that fits within customer limitations,solves a problem and matches customer behaviour

To provide insights on their queries is a graphical way and personal help desk also

1) Looking for status of the available tickets
2) Customer situation way
3) Back up data as regular restoring
4) Ticket booking through Automation routing
5) All the issues via email way communication
6) Flexible and reliable solutions.

8. CHANNELS of BEHAVIOR `CH`

ONLINE

Recommendations for already existing solution for other online applications and social media recommend also. online way to communicate and customer notify email alter.

OFFLINE

Mostly offline is better then online because offline turns to high time consuming as well have many failure cases as the customer approach new one.
Quick and reliable communication for offline. Best solution for their complaints.

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f BE