

Defining Problem Statement

Project Domain	Cloud Application Development
Project Title	Customer Care Registry
Team ID	PNT2022TMID44404
Date	17 th Sept 2022

Problem Statement:

A well-articulated customer problem statement allows you and your team to find the ideal solution for the challenges your customers face. Throughout the process, you'll also be able to empathize with your customers, which helps you better understand how they perceive your product or service.

Problem: Customer Care Registry

- In various departments, customer care plays an important role to solve the problems and make them more convenient to our solution.
- The main task of the customer care registry is to satisfy the customer's queries and support your offer both before and after they buy your product or use your service.
- According to research, customer care service provided by automatic live chat is 30% better than phone calls because the reason is simple in phone calls it does not allow, we to manage multiple queries at a time.
- If multiple queries at a same time in phone call may leads to unsatisfied of customers.
- Among the different types of customer service available, customers consider email as a more trustworthy and professional channel. No wonder 12% of customers still choose email to register their requests.
- Via E-Mail service also makes customer need to wait for their reply with efficient solution. This also makes minor inconvenient to customers.
- Other services like Walk in service, social media customer service, video conference service, etc... also makes little level of inconvenient.
- The aim of this project is to provide well solution to customer queries in quick manner and also need to satisfy the customer and make to prefer our service more.