

PROBLEM -SOLUTION FIT

Define CS, fit into CC	1. CUSTOMER SEGMENT(S) CS Customer have to give detailed information about their problems and want to say how this problem arrived.	6. CUSTOMER CONSTRAINTS CC The app should be user friendly and an customer can communicate the agent through messages ,calls, chats to an agent.	5. AVAILABLE SOLUTIONS AS During this app the customer can sort listed related to their problems. An agent can approach the different ways to solve the problem.	Explore AS, differentiate
	2. JOBS-TO-BE-DONE / PROBLEMS J&P An agent is assigned to an each customer so agent should collect their queries and give solution to the problem.	9. PROBLEM ROOT CAUSE RC The customer want to solve the problem in very quickly so the agent could give more ways and take minimum time to solve the customer's problem .	7. BEHAVIOUR BE If the customer says their problem through the ticket .An agent is assigned to each customer. With the help of the ticket an agent can solve their queries and give it notified message	
Identify strong TR & EM	3. TRIGGERS TR In this customer care an agent can give notification about your level of problem completion.	10. YOUR SOLUTION SL My solution is to give a ticket to the customer to say their problem if an agent is assigned to each customer they should approach the problem in different ways and notified their level of completion in each and every step through an email.	8. CHANNELS of BEHAVIOUR CH An agent can give a better of better solution and also different ways to solve the customers queries,	Extract online & offline CH of BE
	4. EMOTIONS: BEFORE / AFTER EM Before we don't know how and where to ask solution to problem but after we solve the problem through online and a assigned agent can help to solve the customer's problem.			

