

PROBLEM STATEMENTS

CUSTOMER CARE REGISTRY USING CLOUD COMPUTING

TEAM MEMBERS:

LAVANYA.B

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- Transferring customer calls.
- Dealing with the angry customers.
- Lack of employee engagement.
- Misunderstanding customer expectations.
- Hard to handle multi language customers.
- Making customers wait too long.
- Irrelevant Chat to the query asked.
- Chat experiences like scripted.
- Poor quality of online chats.
- Employee burnout.