

PROBLEM-FIT-STATEMENT

1. Customers segment:

The glossary provides the information architecture that you need to segment your customers based on commonalities in client lifestyle and engagement behaviors.

2. Customer constraints:

- The customer care boosts the overall customer experienced by providing answers to common questions.
- Through the website, social media, chatbots or with customer support agents.

3. Available solutions:

- Provide history of call or product if needed.
- Recharge remainders in chat bot.
- Use friendly language than formal language.

4. Problems:

To provide Instant service to customer query and to handle multiple customers who can speak multiple languages.

5. Root/cause:

The Consumer expectations are extremely high, putting increased pressure on companies to improve their customer relationships.

6. Behaviour:

Behaviour-Based Customer Insight for CSPs provides a two-part value proposition for a communications service provider: correlating Net Promoter Score (NPS) with the customer experience and understanding customer needs and preferences.

7. Triggers:

This trigger provides a means to reach out to customers when they first check in to either a specific store or a geographical region. This is usually an indication that the customer

9. Solution:

The Cognitive assistants automate routine customer care, freeing live agents to focus on high-value interactions. Cognitive insights help contact centers improve operational efficiency. Cognitive solutions streamline multi-channel support, including social media

10. Channels of Behavior:

The growth of digital channels and new communication technologies has enabled businesses to adopt an omnichannel approach to customer support.

In doing so, they can manage interactions across multiple channels such as call centers, webchats, SMS, messaging, email and social media.

8. Emotions

Providing customer support through social media channels is gaining increasing popularity. The automatic detection and analysis of the emotions expressed by customer.