

PROBLEM STATEMENTS

CUSTOMER CARE REGISTRY USING **MACHINE LEARNING**

TEAM MEMBERS:

ARUNADEVI S

KAVIYA M

MANGAYARKARASI S

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- Customer support associates were not attentiveness.
- Customer support associate doesn't pay attention on client necessity.
- Customer support associates are impolite to clients.
- Customer expedition close out.
- Customer support associates are not providing proper solutions to clients.
- Client's prolonged stand on hold.
- Incorrect or wrong service and product pushed to the customer.
- Unattainable of commodities.
- Customer support associates doesn't lead over guarantee and word of honour.
- Abundance of client's intermedial.
- Customer service is not straightened.