

## Project Design Phase-I

### Proposed Solution Template

Date	19 September 2022
Team ID	PNT2022TMID30039
Project Name	Project – CUSTOMER CARE REGISTRY
Maximum Marks	2 Marks

#### Proposed Solution Template:

Project team shall fill the following information in proposed solution template.

S.No.	Parameter	Description
1.	<b>Problem Statement (Problem to be solved)</b>	No Matter how frustrated or high pitched a customer might go at the time of conversing with a service agent, it does not give the rep the license to be rude to the customer in any way. Generally, such situations are handled by an experienced manager.
2.	<b>Idea / Solution description</b>	<p>Following these guidelines can help you tackle even a sticky situation such as this:</p> <ul style="list-style-type: none"> <li>You need a team of service personnel with a positive and can-do attitude against hiring people just on the basis of their experience</li> <li>Ensure that they are empathetic to customer needs, no matter how badly the customer behaves or speaks</li> <li>Invest time and effort to upskills your team, especially in soft skills, through ongoing training and development programs</li> </ul> <p>For now, it may seem like a rather far fetched strategy to take care of a critical customer service problem and solution. In due course of time, you will see that it was worth the effort.</p>
3.	<b>Novelty / Uniqueness</b>	<p>We should have a <b>naturally friendly disposition, an upbeat personality, and the ability to engage other in conversation.</b> Such enthusiasm should also be reflected in their work ethics, <b>e.g.,</b> the willingness to go the extra mile to deliver an outstanding customer service.</p>

4.	<b>Social Impact / Customer Satisfaction</b>	<p><b>1. Create memorable customer experiences</b> Unique customer experiences are a key element of <b>getting people to trust our brand and buy from us.</b></p> <p><b>2. Address our customer by Name</b> One of the best ways to offer a more personal customer experience is using the customer's name when talking with them-in person, over the phone, through email, or when coming up with customer surveys. A friendlier approach that doesn't feel forced <b>humanizes the consumer- business interaction.</b></p> <p><b>3. Turn Customer mistakes Into unforgettable experience</b> Sometimes, it's not the company that makes a mistake, but the customer. It happens, and even though it's the client fault, that doesn't mean you shouldn't try to come up with a solution. <b>It shows people how much our brand cares about consumers,</b> and it really takes the customers who made the mistake by surprise in a pleasant way.</p>
5.	<b>Business Model (Revenue Model)</b>	<p>✓ <b>Experience</b> ✓ <b>Observation</b> ✓ <b>Resourcing</b> ✓ <b>Action</b></p> <p>This slide is 100% editable. Adapt it to your needs and capture your audience's attention.</p>
6.	<b>Scalability of the Solution</b>	Product or service that businesses use to gain a deeper understanding of their customer's needs and expectations. They work to streamline and improve customer communications, therefore increasing customer satisfaction.