

# PROBLEM FIT

## 1. CUSTOMER SEGMENT

- Customers who are unable to understand the answers to their enquiries and not able to solve their own issues.
- Customers do not know the current status of problem and at present how much percent is completed.

## 2. CUSTOMER CONSTRAINT

- If costs surpass the specified limit, the suggested fix will have a feature that will send an email notice or notification
- The mobile app we provide is adapt to any device, easy to understand and access by anyone.

## 3. AVAILABLE SOLUTIONS

- By giving suggestion properly and make them clear.
- By Go through the guidelines properly before complains.

## 4. PROBLEMS

- Customers seek a speedy resolution to their complaint because the response time was too long.
- The majority of the times, customers are unable to talk with the real human, alternatively with automated chats.

## 5. ROOT / CAUSE

- Most of the customer does not know the solution for the problem.
- Some of them are not properly reading the firm guidelines.

## 6. BEHAVIOUR

- Ensure that they receive the appropriate response to their questions.
- Make sure the regularly check the email for latest updates for solution of the problem.

## 7. TRIGGERS

Customer have to learn how to solve their problem and make themselves aware of the problems.

## 9. SOLUTIONS

- To offer visuals about the answers to their enquiries.
- Customers can raise a ticket outlining the issue in detail. An Agent will be assigned to the Customer to handle the problem.
- Each time the agent is engaged to that customer, an email notification will be sent to the customer.

## 10. CHANNELS OF BEHAVIOR

- To ensure high security data, that keeping customer data is secured manner and it is stored in the cloud services.
- To make sure that they will aware of the solutions for the problem and issues are fully cleared.

## 8. EMOTIONS

Once the problem occurs, the customer need to approach the helpdesk and know the prerequisites of the issue.