

CUSTOMER CARE REGISTRY



Team Details :

Team No : PNT2022TMID47308

College Name : Government College of Engineering Srirangam

Department : Computer Science & Engineering

Team Members :

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PROJECT DESIGN PHASE - II

CUSTOMER JOURNEY

DATE	08 OCTOBER 2022
TEAM ID	PNT2022TMID37544
PROJECT NAME	CUSTOMER CARE REGESTRY
MAXIMUM MARK	2 Marks

<div>SCENARIO</div> <p>Browsing, booking, attending, and rating a local city tour</p>	<div>Entice</div> <p>How does someone initially become aware of this process?</p>	<div>Enter</div> <p>What do people experience as they begin the process?</p>	<div>Engage</div> <p>In the core moments in the process, what happens?</p>	<div>Exit</div> <p>What do people typically experience as the process finishes?</p>	<div>Extend</div> <p>What happens after the experience is over?</p>
<div>Steps</div> <p>What does the person (or group) typically experience?</p>	<div>Search for Support</div> <div>Browse for Knowledge Base for Issues</div> <div>For resolving the customer facing problems</div> <div>Self resolving for a Specific Problem</div>	<div>Raising an Issue</div> <div>Raising an Issue</div> <div>Bringing a Unsolvable Problem</div> <div>Bringing a Unsolvable Problem</div>	<div>Waiting for the Response</div> <div>Taking time for the Agent to Respond</div> <div>Remaining Patient to Receive the response</div> <div>Waiting for the Specific agent to respond</div>	<div>Closing the ticket</div> <div>Finalize the Ticket Closing</div> <div>Completely closing the tickets after solving</div> <div>Other solving ticket or closing the time consuming tickets</div>	<div>Personalized Recommendation</div> <div>After experiencing our user finally receives the customer care information</div>
<div>Interactions</div> <p>What interactions do they have at each step along the way?</p> <ul style="list-style-type: none"> • People: Who do they see or talk to? • Places: Where are they? • Things: What digital touchpoints or physical objects would they use? 	<div>Customer</div> <div>Dashboard of the Application</div> <div>Chatbot, Email Support</div>	<div>Customer and Administrator</div> <div>Source Application</div> <div>Chatbot, Email Support</div>	<div>Customer and Agent</div> <div>Customer Care</div> <div>Email Notification</div>	<div>Customer Administrator and Agent</div> <div>Customer Care Application</div> <div>Ticket Closing</div>	<div>Customer email</div>
<div>Goals & motivations</div> <p>At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...")</p>	<div>Problem to be solved</div> <div>24-7 Support</div>	<div>Fast/Resolving and Time Managed</div> <div>Flexible Support from Application</div>	<div>Solving the issues on time</div> <div>At time Support</div>	<div>Managed time to Accurate Response</div> <div>Flexible Navigation</div>	<div>Help to customer get solution for their problem</div>
<div>Positive moments</div> <p>What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?</p>	<div>Solution received at a quick response</div>	<div>Momentary Responding to Customers</div>	<div>Most Experienced Agents</div>	<div>Managing the Utilization of Customer time</div>	<div>Agent should solve customer's problem</div>
<div>Negative moments</div> <p>What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?</p>	<div>Delayed response</div>	<div>Not Responding</div>	<div>Time out Tickets causing for ticket closure</div>	<div>Making False Customer Tickets</div>	<div>Waiting on hold for too long</div>
<div>Areas of opportunity</div> <p>How might we make each step better? What ideas do we have? What have others suggested?</p>	<div>Administrative Routing</div> <div>Delayed/Response Automated Ticket Closing</div>	<div>Automated Navigation Mapping</div> <div>Timed Responding</div>	<div>Time Consuming Ticket Evaluation</div> <div>Speed/Responding</div>	<div>Automated Ticket Closure</div> <div>Administrative Routing</div> <div>System Feature Data Less Resolving</div>	<div>Offer fast support</div> <div>Reduce waiting time</div>

THANK YOU!

