
CUSTOMER CARE REGISTRY

BRAINSTORMING AND IDEA PRIORITIZATION

TEAM DETAILS:

Team No : PNT2022TMID10783
College Name : IFET College of Engineering
Department : Electronic and communication Engineering

TEAM MEMBERS:

- **R. SHAFFERIYASUDHEEN**
- **S. SHARMA**
- **GORLA PENCHALA NARASIMHA**
- **SRI VENKATESH.K**

PROJECT DESIGN PHASE - II

DATE	13 November 2022
TEAM ID	PNT2022TMID10783
PROJECT NAME	CUSTOMER CARE REGISTRY
MAXIMUM MARKS	2 Marks

Brain Storming & Idea Prioritization

Define the Problem Statement:

1. What problems are you trying to solve? Identify the problems?
2. How might can we solve the problem? Which is raised by the customer?

Brain Storming

R. SHAFFERIYASUDHEEN

- Analyze the query of the customer
- Increase the number of agent.
- Improve the chatbot assistant

S. SHARMA

- Improve the chatbot.
- Provide Quick response.

GORLA PENCHALA NARASIMHA

- Provide live support.
- Increase the number of Agent.

SRI VENKATESH.K

- Improve the UI interface
- Improve the chatbot design.

Group Ideas

Customer

- Immediate response for customer needs
- Inform the customer about queries
- Provide live support
- Resolve the problem quickly

Feedback

- Agent review
- Feedback with thumbs up emoji

Chatbot

- Live Chat
- 24/7 Response



*Thank
You!*