
CUSTOMER CARE REGISTRY

PROBLEM SOLUTION FIT

TEAM DETAILS:

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

TEAM MEMBERS:

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PROJECT DESIGN PHASE - I

Proposed Solution

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

Project Design Phase – I Problem Solution Fit

1 . CUSTOMER SEGMENTS <hr/> <p>Who is your customers ?</p> <p>1.Customers who has query which they don't know how to resolve, 2.Customers who do not know how to approach the questions they get.</p>	6 . CUSTOMER <hr/> <p>What constraints prevent your customer from taking action or limit their choices of solution ?</p> <p>1.This app will be be accessible from any device. 2.The novelty of the solution will have an alert through mail.</p>	AVAILABLE SOLUTION <hr/> <p>Which solution are available to the customers when they face the problems or need to get the job done ?</p> <p>1.By reading the instruction properly. 2.Contact the customer care if any help needed .</p>
2 . JOBS TO BE DONE <hr/> <p>What problem do you address for your customers ?</p> <p>1.They will able to categorize the expenses. They will be also given option for the general questions.</p>	9 , PROBLEM ROOT CAUSE <hr/> <p>What is the back story behind the need to this job ?</p> <p>1.Lot of customers have lack of knowledge. 2.Not reading the instruction properly.</p>	BEHAVIOUR <hr/> <p>What does your customer do address the probles and get the job done?</p> <p>1.Make sure they read the guidelines properly . 2.Make sure they find a proper solution for their queries.</p>
3 . TRIGGERS <hr/> <p>What triggers customer to act?</p> <p>1 . Customers can know to solve their solutions.</p> <hr/> <p>4 . EMOTIONS : BEFORE/AFTER</p>	10 . SOLUTION <hr/> <p>If you are working on a existing business , write down your current solution fit first, fill in the canvas , and check how much it fits reality .</p> <p>1 . Todeign a personal help desk using flask. 2 : To provide insights on their queries in a graphical way.</p>	CHANNELS OF BEHAVIOUR <hr/> <p>10 . YOUR SOLUTION</p> <ul style="list-style-type: none"> • ONLINE What kind of actions do customer take online ? <p>All their data are secured and being updated to cloud storage</p> <ul style="list-style-type: none"> • OFFLINE What kind of actions do customer take online? <p>Make sure they find the best solution for their complaints</p>



*Thank
You!*