

# CUSTOMER CARE REGISTRY

PROBLEM SOLUTION FIT



## TEAM DETAILS:

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# Problem-Solution Fit canvas

Purpose / Vision

Version:

Define CS, fit into CL	<b>1. CUSTOMER SEGMENT(S)</b> <span>CS</span> Who is your customer? 1)Customers who are not able to solve them only complaints of what they are facing. 2)Customers who do not know the solution of their questions they get.	<b>6. CUSTOMER LIMITATIONS</b> <span>CL</span> <small>EG. BUDGET, DEVICES</small> What constraints prevent your customers from taking action or limit their choices of solutions? 1)This application will be supported by almost all the devices. 2)The solution we propose will have an alert via email feature, if expense exceed the given limit. 3)This solution also provides insight in a graphical way.	<b>5. AVAILABLE SOLUTIONS</b> <span>AS</span> <small>PROS &amp; CONS</small> Which solutions are available to the customers when they face the problem or need to get their job done? 1)By reading the guidelines properly. 2)Offer a solution and give options whenever possible. 3)Address to issue within the company. 4)By communicating properly.	Explore AS, differentiate
	<b>2. PROBLEMS / PAINS + ITS FREQUENCY</b> <span>PR</span> Which job-to-be-done do you address for your customers? There could be more than one; explore different sides. 1)The application allow the customers to find the solution for their queries. 2)They will able to categorize their expenses. 3)They will be also given option for the general questions. 4)They also get the free solution where we provide our agents.	<b>9. PROBLEM ROOT / CAUSE</b> <span>RC</span> What is the real reason that this problem exists? What is the backstory behind the need to do this job? 1)Lot of customers don't know the guidelines for their problems. 2)Some customers have of lack of knowledge. 3)Not knowing the answer to a question. 4)Not reading the guidelines properly.	<b>7. BEHAVIOR + ITS INTENSITY</b> <span>BE</span> What does your customer do to address the problem and get the job done? 1)Make sure he/she reads the guidelines properly. 2)Make sure they find a proper solution for their queries.	
Focus on PR, tap into BE, understand RC	<b>3. TRIGGERS TO ACT</b> <span>TR</span> What triggers customers to act? 1)Customers can know to solve their solutions.	<b>10. YOUR SOLUTION</b> <span>SL</span> If you are working on an existing business, write down your current solution first, fill in the canvas, and check how much it fits reality. If you are working on a new business proposition, then keep it blank until you fill in the canvas and come up with a solution that fits within customer limitations, solves a problem and matches customer behaviour. 1)To design a personal help desk using flask. 2)To provide insights on their queries in a graphical way.	<b>8. CHANNELS of BEHAVIOR</b> <span>CH</span> <b>ONLINE</b> What kind of actions do customers take online? Exact online channels from #7 1)All their data are secured and being updated to cloud storage. <b>OFFLINE</b> What kind of actions do customers take offline? Extract offline channels from #7 and use them for customer development. 1)Make sure they find the best solutions for their complaints.	Extract online & offline CH of BE
	<b>4. EMOTIONS</b> <span>EM</span> <small>BEFORE / AFTER</small> How do customers feel when they face a problem or a job and afterwards? 1)Customers can get the from the help desk.			



*Thank you*

