

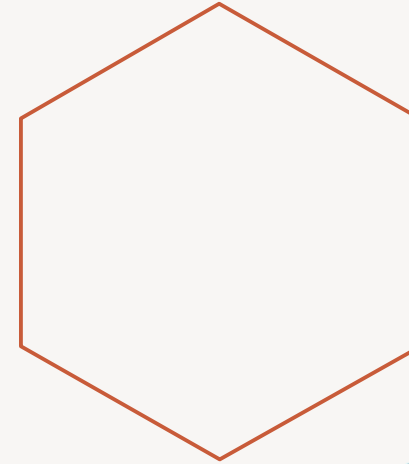
CUSTOMER CARE REGISTRY

PROBLEM-SOLUTION FIT



TEAM DETAILS :

TEAM NO : PNT2022TMID10739
COLLEGE NAME : IFET COLLEGE OF ENGINEERING
DEPARTMENT : ECE



PROBLEM MEMBERS:

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PROJECT DESIGN PHASE –I

PROPOSED SOLUTION

DATE	10 OCTOBER 2022
TEAM ID	PNT2022TMID10739
PROJECT NAME	CUSTOMER CARE REGISTRY
MAXIMUM MARKS	2 Marks

PROJECT DESIGN PHASE –I (PROBLEM- SOLUTION FIT)

1.CUSTOMER SEGMENT(S)

Who is your customer?

- 1) Clients that are unable to resolve their own problems with complaints.
- 2) Customers who receive answers to their questions but do not know the answers.

2. JOBS-TO-BE-DONE/ PROBLEMS

Which issues (or needs) do you address on behalf of your clients ?.Examine many perspectives because there can be more than one.

- 1) The application enables users to discover answers to their questions.
- 2) They will be able to classify their outlays.
- 3) They will also be given a choice for the open-ended questions.
- 4) They also receive the free service that our representatives offer.

3. TRIGGERS

What prompts consumers to take action? i.e., witnessing their neighbour install solar panels or reading in the news about a more effective option.

- 1) Customers can understand how to fix their problems.

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4. EMOTIONS: BEFORE / AFTER

How do clients feel both during and after an issue or a job ? Use it in your communication strategy and design whenever you feel lost, insecure, or in charge.

- 1) The help desk is where customers can obtain the.

5. AVAILABLE SOLUTIONS

What options do consumers have when a problem arises or a task needs to be completed? What have they previously tried? Which benefits & drawbacks do these solutions have? Pen and paper are an alternative to taking notes digitally.

- 1) By carefully reading the instructions.
- 2) By effectively communicating

6. CUSTOMER

What restrictions impose limitations on your customers' options for action or remedies? Spending capacity, financial constraints, a lack of available funds, and network connectivity.

- 1) Almost all devices will support this application.
- 2) The system we suggest will have a function that sends an email alert if expenses go over the predetermined limit.
- 3) This answer also offers information in a graphical format.

PROJECT DESIGN PHASE –I (PROBLEM- SOLUTION FIT)

7. BEHAVIOUR

What does your client do to solve the issue and complete the task ? Find the best solar panel installer, estimate usage, and weigh the advantages are all directly related. indirectly related: Clients volunteer during downtime (Le. Greenpeace)

- 1) Ensure that they carefully read the instructions.
- 2) Ensure that they receive the appropriate response to their questions.

8. CHANNELS of BEHAVIOUR

8.1 ONLINE

What kind of actions do customers take online? Extract online channels from #7

- 1)All their data are secured and being updated to cloud storage

8.2 OFFLINE

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.

9. PROBLEM ROOT CAUSE

What is the underlying cause of this issue ? Why was this work necessary in the first place? Because of the change in regulations, customers are required to do it.

- 1) Many clients are unaware of the procedures for solving their issues.
- 2) Certain customers lack knowledge.
- 3) Not having the solution to a problem.
- 4) failing to read the instructions carefully

10.YOUR SOLUTION

Write down your current solution for an existing business first, fill in the canvas, and assess how closely it corresponds to reality . If you are developing a new business proposition, leave the canvas empty until you fill it in and develop a solution that complies with customer constraints, addresses a problem, and corresponds to customer behavior.

- 1) To use Flask to create a custom help desk.
- 2) To offer graphical insights into their queries.



Thank you