Project Title: Customer Care Registry Project Design Phase -I - Solution Fit Team ID: PNT2022TMID23421

**AS**

1. **AVAILABLE SOLUTIONS**

* Accepts multiple small scale business customer care registry managements.
* Identifies the customers identical ticket raises and draws stats and reports.
* Not beginner friendly.
* Server maintenance can be costly.
* Make the ticket management process simple and easy.

**CC**

**6. CUSTOMER CONSTRAINTS**

**CS**

1. **CUSTOMER SEGMENT(S)**

* Clients who need their tickets resolved.
* Business who wants an efficient ticket management system.
* Frustrated Customers who want their ticket status notified periodically.
* Clients who want quick AI chat query resolution.

**Explore AS, differentiate**

**Deﬁne CS, ﬁt into CC**

**Focus on J&P, tap into BE, understand RC**

**Focus on J&P, tap into BE, understand**

**Focus on J&P, tap into BE, understand RC**

* Business always prefer more organised agent allocation and ticket raises.
* A report after a periodic interval helps increase the efficiency.

**BE**

**7. BEHAVIOUR**

What does your customer do to address the problem and get the job done?

**RC**

**9. PROBLEM ROOT CAUSE**

* Traditional ticket management systems do not support multiple business i.e scalable and does not take measure of how to prevent similar tickets in the long run i.e less efficiency.

**J&P**

**2. JOBS-TO-BE-DONE / PROBLEMS**

* Customer’s ticket is to be read and classified.
* Provide efficient ticket resolution.
* Make the application user friendly.

**Identify strong TR & EM**

**Extract online & ofﬂine CH of BE**

* Customers are pleased with quick and instant resolution steps like Chat bots.
* Customers are happy to know of their status of the tickets.

**CH**

**8. BEHAVIOUR**

What does your customer do to address the problem and get the job done?

**SL**

**10.SOLUTION**

* Identify similar ticket patterns and business treads and making note of the status of the tickets of each individual customer’s drastically improves the performance of the business.

**TR**

**3.TRIGGER TO ACT**

* Having status updates with regards to tickets.
* Chat services with Qualified technicians.
* All queries are solved remote.

**4.EMOTIONAL BARRIERS**

* Eases frustrated customers.