

# CUSTOMER CARE REGISTRY

**Problem Solution Fit**

## TEAM DETAILS

- Team No : PNT2022TMID10775
- College Name: IFET College of Engineering
- Department : Electronic and communication Engineering

## TEAM MEMBERS

- RAHUL M
- SELVENDIRRAN P
- RAHUL KRISHNA J
- SATHISH KUMAR S
- SATHEESH KUMAR SR

# PROJECT DESIGN PHASE -1

## Problem Solution Fit

TEAM ID	PNT2022TMID10775
PROJECT ID	CUSTOMER CARE REGISTRY
MAXIMUM MARKS	2 MARKS

# PROJECT DESIGN PHASE 1 PROBLEM SOLUTION FIT

<b>1 . CUSTOMER SEGMENTS</b> <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>	<b>6 . CUSTOMER</b> <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>	<b>AVAILABLE SOLUTION</b> <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>
<b>2 . JOBS TO BE DONE</b> <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>	<b>9 . PROBLEM ROOT CAUSE</b> <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>	<b>BEHAVIOUR</b> <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>
<b>3 . TRIGGERS</b> <hr/> <p>What triggers customer to act?</p> <p>1 . Customers can know to solve their solutions.</p> <hr/> <p><b>4 . EMOTIONS : BEFORE/AFTER</b></p>	<b>10 . SOLUTION</b> <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 . TodeSIGN a personal help desk using flask.  2 . To provide insights on their queries in a graphical way.</p>	<b>CHANNELS OF BEHAVIOUR</b> <hr/> <p><b>10 . YOUR SOLUTION</b></p> <ul style="list-style-type: none"> <li>• <b>ONLINE</b>  What kind of actions do customer take online ?</li> </ul> <p>All their data are secured and being updated to cloud storage</p> <ul style="list-style-type: none"> <li>• <b>OFFLINE</b>  What kind of actions do customer take online?</li> </ul> <p>Make sure they find the best solution for their complaints</p>

THANK  
YOU