

CUSTOMER CARE REGISTRY

Brain Storming and
Idea Prioritization

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 -2

Brain Storming and Idea Priortization

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

BRAIN STORMING & IDEA PRIORITATION

DEFINE THE PROBLEM STATEMENT

- ▶ What problem are you try to solve ?
- ▶ How did you Identify the problems ?
- ▶ How might we can solve the issue given by the customer ?

BRAIN STORMING

- ▶ RAHUL M ▪ Review the issue ▪ Respond Immediately to the customer ▪ UI interface ▪ Analyze the root of the problem
- ▶ SELVENDIRRAN P ▪ Analyze the root of the problem ▪ Send the query to the respected customer agent. ▪ Analyze the issue in the products
- ▶ RAHUL KRISHNA J ▪ Customer Queries ▪ Customer Satisfaction ▪ Feedback of agent ▪ Email

BRAIN STORMING

- ▶ SATHISH KUMAR S ▪ Provide service details. ▪ Improve security Notify the customer. ▪ Provide Email
- ▶ SATHEESH KUMAR SR ▪ Solution for customer problem. ▪ Filter the query based on agent.

GROUP IDEAS

- ▶ Customer:▪ Immediate response for customer needs ▪ Inform the customer about their queries ▪ Provide live support ▪ Resolve the problem quickly
- ▶ Feedback :▪ Agent review ▪ feedback with emoji.
- ▶ Email :▪ Live chat ▪ 24/7 response

THANK
YOU