

# CUSTOMER CARE REGISTRY

Problem  
Solution Fit

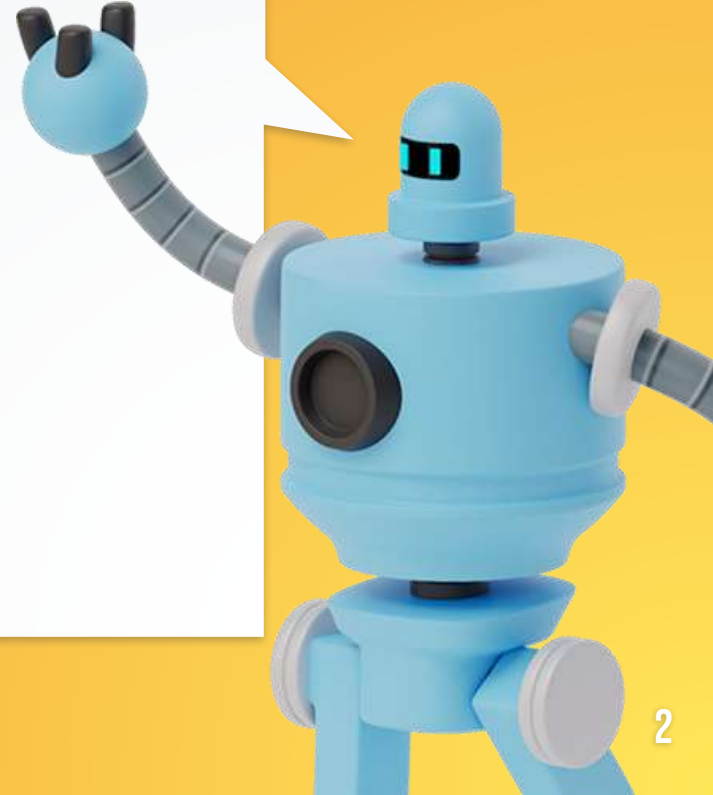


# TEAM DETAILS

- Team No : PNT2022TMID10794
- College Name: IFET College of Engineering
- Department : Electronic and communication Engineering

## TEAM MEMBERS

- VIGNESH D
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# PROJECT DESIGN PHASE - 1

## PROPOSED SOLUTION

DATE	24 September 2022
TEAM ID	PNT2022TMID10794
PROJECT NAME	CUSTOMER CARE REGISTRY
MAXIMUM MARKS	2 Marks

# PROJECT DESIGN PHASE 1 PROBLEM SOLUTION FIT

<b>1 . CUSTOMER SEGMENTS</b>  Who is your customers ?  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.	<b>6 . CUSTOMER</b>  What constraints prevent your customer from taking action or limit their choices of solution ?  1.This app will be be accessible from any device. 2.The novelty of the solution will have an alert through mail.	<b>AVAILABLE SOLUTION</b>  Which solution are available to the customers when they face the problems or need to get the job done ?  1.By reading the instruction properly. 2.Contact the customer care if any help needed .
<b>2 . JOBS TO BE DONE</b>  What problem do you address for your customers ?  1.They will able to categorize the expenses. They will be also given option for the general questions.	<b>9 . PROBLEM ROOT CAUSE</b>  What is the back story behind the need to this job ?  1.Lot of customers have lack of knowledge. 2.Not reading the instruction properly.	<b>BEHAVIOUR</b>  What does your customer do address the probles and get the job done? 1.Make sure they read the guidelines properly . 2.Make sure they find a proper solution for their queries.
<b>3 . TRIGGERS</b>  What triggers customer to act?  1 . Customers can know to solve their solutions.  <b>4 . EMOTIONS : BEFORE/AFTER</b>	<b>10 . SOLUTION</b>  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 .  1 . Todeign a personal help desk using flask. 2 . To provide insights on their queries in a graphical way.	<b>CHANNELS OF BEHAVIOUR</b>  <b>10 . YOUR SOLUTION</b> <ul style="list-style-type: none"> <li>ONLINE What kind of actions do customer take online ?  All their data are secured and being updated to cloud storage</li> <li>OFFLINE What kind of actions do customer take online?  Make sure they find the best solution for their complaints</li> </ul>

THANK  
YOU

