

CUSTOMER CARE REGISTRY

Brain Storming
and Idea
Prioritization

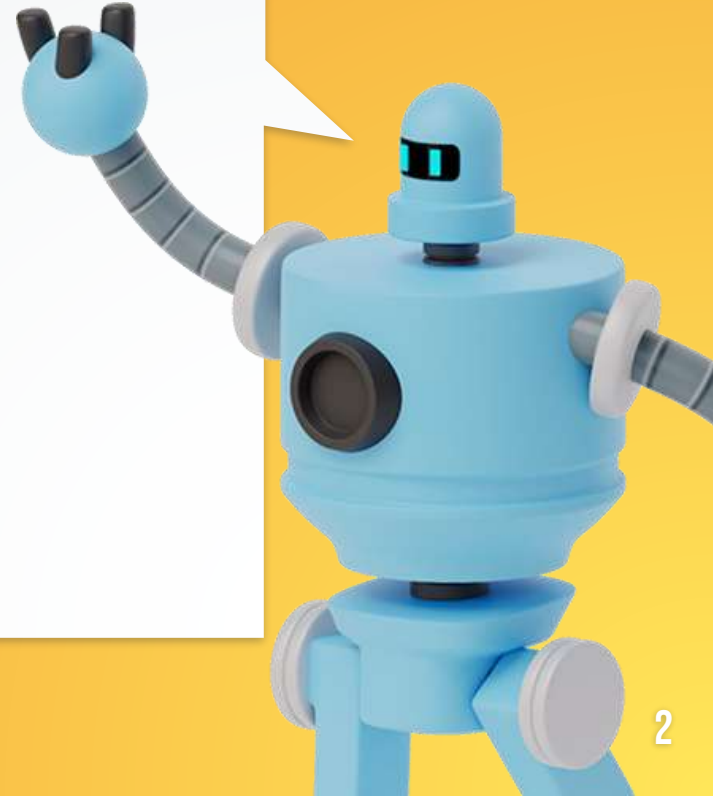


TEAM DETAILS

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

TEAM MEMBERS

- VIGNESH D
- YOGIRAMAN S
- VIJAY K
- HARSHAD SAI VENKAT
- UDHAYANITHI



PROJECT DESIGN PHASE - 2

Brain Storming and Idea Priortization

TEAM ID	PNT2022TMID10794
PROJECT NAME	CUSTOMER CARE REGISTRY
MAXIMUM MARKS	2 Marks

BRAIN STORMING & IDEA PRIORITATION

DEFINE THE PROBLEM STATEMENT

What problems are you trying to solve ? Identify the problems ?

How might we can solve the issue given by the customer ?

BRAIN STORMING

VIGNESH D

- Review the issue
- Respond immediately
- UI interface
- Analyze the issue in the products

YOGIRAMAN S

- Analyze the root of the problem
- Send the query to the respected agent.
- 24/7 live support

HARSHD SAI VENKATA

- Customer Queries
- Customer Satisfaction
- Feedback of agent
- Chatbot

BRAIN STORMING

VIJAY K

- Provide service details.
- Improve security
Notify the customer.
- Provide chatbot

UDHAYANITHI

- Solution for customer issue.
- 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 thumbs up emoji.

Chatbot

- Live chat
- 24/7 response

THANK
YOU

