Project Design Phase-I
Problem Solution Fit

Date	16 October 2022
Team ID	PNT2022TMID06760
Project Name	Project - Customer Care Registry
Maximum Marks	2 Marks

Project Title: Customer Care Registry **Project Design Phase-I - Solution Fit Template** **Team ID:** PNT2022TMID06177

Define CS, fit into CC	1. CUSTOMER SEGMENT(S) — CS All the users who have problems or queries are customers of this application	6. CUSTOMER CONSTRAINTS — CC No one is there to help the user when they face any issues	5. AVAILABLE SOLUTIONS — AS Users can register their problems in a detailed manner then an agent will guide them to solve the problem.	Explore AS, differentiate
Focus on J&P, tap into BE, understand RC	2. JOBS-TO-BE-DONE / PROBLEMS — J&P No one is there to help help the user to solve their problems and the given solution must be a valid one. Also, users have to wait a long time to get the proper solution.	9. PROBLEM ROOT CAUSE — RC Whenever a user faces some issues or problems they are only consumers of the products so they don't know anything about that. so it is the key responsibility of the organization to solve consumer problems.	7. BEHAVIOUR — BE when the issues are met by the user, they directly visit the offices to resolve their problem or they can make telephone conversations with the employees.	Focus on J&P, tap into BE, understand RC
Identify strong TR & EM	3. TRIGGERS — TR The services can be given to the users free of cost at a certain time period. This will encourage the user to use the product. 4. EMOTIONS: BEFORE / AFTER — EM Can anyone help me, How did I find the solution / We are there to solve your problem, 24/7 services, Feel free to ask?	10. YOUR SOLUTION — SL An agent will be assigned separately for the customer to solve their issues. Also, users can check the status of the issue in a certain time period. Then the user will be notified when the agent finds the solution.	8. CHANNELS of BEHAVIOUR — CH 8.1 ONLINE Users can use chatbots and the chatbot gives the solution 8.2 OFFLINE Users can directly visit the offices to rectify the problem or they can make telephone conversations with the employees.	Identify strong TR & EM