SRI KRISHNA COLLEGE OF ENGINEERING AND TECHNOLOGY

DEPARTMENT OF INFORMATION TECHNOLOGY

CUSTOMER CARE REGISTRY

PROJECT TITLE	CUSTOMER CARE REGISTRY
DOMAIN	CLOUD APPLICATION DEVELOPMENT
TEAM ID	PNT2022TMID02958

TEAM MEMBERS:

NAME	REGISTER NUMBER	POSITION
MOHAMED ASHHAR A	19EUIT091	TEAM MEMBER
NAVEEN KUMAR C	19EUIT103	TEAM LEADER
NAVIN S	19EUIT105	TEAM MEMBER
PRADEEP B	19EUIT114	TEAM MEMBER

PROBLEM FIT SOLUTION:

The Problem-Solution Fit simply means that you have found a problem with your customer and that the solution you have realized for it actually solves the customer's problem.

1. CUSTOMER SEGMENTS:

Customer must have to give the detailed information about the problems they faced and how the problems has been arrived. And additionally, they can ask any new feature which they wanted with clear information.

2. PROBLEMS:

For each customer, there is an agent to be assigned so that customer can tell their queries to them so that the agent is assigned to customer will provide solution for the problem.

3. TRIGGERS:

The agent will give notifications to the customer about the level of completion of their problem in customer care.

4. EMOTIONS:

Before we don't know how to get the solution for the problem, After we can solve the problem from online so that an agent is assigned to solve the problem.

5. AVAILABLE SOLUTIONS:

During this application, the customer can sort listed related to the problem. The agent assigned to customer can solve the problems in different ways of approach.

6. CUSTOMER CONSTRAINTS:

The application can be user friendly so that the customer can communicate with the agent through private chat, emails and calls.

7. BEHAVIOUR:

When customer tell the problem through ticket, an agent is assigned to them. With the help of the agent, the customer can get solution to their queries and notifications.

8. CHANNELS OF BEHAVIOUR:

The agent can give the good and better solution and also solve problems in different ways.

9. PROBLEM ROOT CAUSE:

Customer wants to solve the problem in quick so that agent can give more ways and take minimum time to solve the problem.

10. OUR SOLUTION:

The solution is to give the ticket to the customer to say their problem ,if an agent is assigned to the customer they should approach the problem in different ways and notify the level of completion of the problem in each step by email. They can contact their agents by private chat and email.