

## Project Design Phase-I Proposed Solution fit

Date	03 October 2022
Team ID	PNT2022TMID06484
Project Name	Project - customer care registry
Maximum Marks	2 Marks

r o c u s o n J & P t	<p>1. CUSTOMER SEGMENT(S) <span>CS</span></p> <p>Customers who are not able to solve their own complaints of what they are facing. customers who do not know the solution of the questions they get.</p>	<p>6. CUSTOMER CONSTRAINTS <span>CC</span></p> <p>The application will be supported by almost all the devices. This solution also provides insights in a graphical way.</p>	<p>5. AVAILABLE SOLUTIONS <span>AS</span></p> <p>By reading the guidelines properly. Address to issue within the company. By communication properly.</p>
	<p>2. JOBS-TO-BE-DONE / PROBLEMS <span>J&amp;P</span></p> <p>They application allow the customers to find the solutions for their queries. They also get free solution where we provide our agents. They will be also given opinion for the general questions.</p>	<p>9. PROBLEM ROOT CAUSE <span>RC</span></p> <p>Lot of customers don't know the guidelines for the problems. Not knowing the answer to a question. Some customers have a lack of knowledge.</p>	<p>7. BEHAVIOUR <span>BE</span></p> <p>Make sure ne/sne read the guidelines properly. Make sure they find proper solution not the queries.</p>
	<p>3. TRIGGERS <span>TR</span></p> <p>Customers can know the solve to solve the solutions.</p>	<p>10. YOUR SOLUTION <span>SL</span></p> <p>To design a personal help desk using flask. To provide insights on the queries in a graphical way.</p>	<p>8. CHANNELS of BEHAVIOUR</p> <p>8.1 ONLINE All the data are secured and being updated to cloud storage.</p> <p>8.2 OFFLINE Make sure they find the best solutions for the complaints.</p>
	<p>4. EMOTIONS: BEFORE / AFTER <span>EM</span></p> <p>Customers can get the from the help desk.</p>		