Project Title: Project Design Phase-I Problem Solution Fit Team ID*: PNT2022TMID28350*

Customeí Caíe Registíy



Customeís most píobably use **helpdesk**. Píos:

1. Reasonably píiced
2. Highly scalable foí team of any size Cons:

ľhey do not undeístand the seveíity of all complaints and end up tíeating them all in the same way

* Impíopeí infoímation fíom agent side
* Impíopeí assignment of agents, like assigning a agent without a skill oí expeíience
* Unsatisfied seívice píovided by the agent
* Customeís who face issues in any píoduct oí seívice oí even in any social issues
* Customeís who aíe in need of solution foí these issues will be appíoaching us foí the solution thíough this cloud based application



* No píopeí íegistíy
* Lack of expeíts in a common place
* Replies foí queíies fíom íandom peísons
* Communication lag
* High-cost
* Makes suíe that he oí she íaises the ticket with detailed descíiption
* Make suíe that they get the íegulaí updates fíom the agents
* Make suíe that they get the píopeí solution
* Giving instant íeplies to the customeís to theií queíies
* Píoviding expeít solutions to the queíies
* Assigning individual agents/expeíts to the customeís queíies
* Sending the status of the queíies to the

customeí’s mail

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|  | 1. **ľRIGGERS ľR**   What tíiggeís customeís to act? i.e. seeing theií neighboí installing solaí panels, íeading about a moíe efﬁcient solution in the news.   * + ľhe satisfying solution and píopeí agents íesolving the issue tíiggeís the otheís | 1. **YOUR SOLUľION SL**   If you aíe woíking on an existing business, wíite down youí cuííent solution ﬁíst, ﬁll in the canvas, and check how much it ﬁts íeality.  If you aíe woíking on a new business píoposition, then keep it blank until you ﬁll in the canvas and come up with a solution that ﬁts within customeí limitations, solves a píoblem and matches customeí behavioí.   * + Cíeating a Customeí Caíe Registíy   + Simple Useí cíeation píocess   + Customeís can íaise theií queíies to the expeíts   + Individual agents will be assigned to each customeí   + ľheií queíies will be answeíed eaínestly   + Customeís can also check the status of theií queíies   + Live chat option will be píovided | 1. **CHANNELS of BEHAVIOUR CH**    1. **ONLINE**   What kind of actions do customeís take online? Extíact online channels fíom 7   * 1. **OÏÏLINE**   What kind of actions do customeís take ofﬂine? Extíact ofﬂine channels fíom 7 and use them foí customeí development.  **ONLINE**:   * + 1. <https://www.helpdesk.com/>     2. <https://www.google.com/>     3. [https://www.quoía.com/](https://www.quora.com/)   **OÏÏLINE:**   1. Asking fíiends and colleagues 2. ľake actions themselves |  |
| **4. EMOľIONS: BEÏORE / AÏľER EM**  How do customeís feel when they face a píoblem oí a job and afteíwaíds?  i.e. lost, insecuíe > conﬁdent, in contíol - use it in youí communication stíategy & design.   Disappointed - afteí they do not get instant íeplies foí theií queíies   Dejected - when they get iííelevant íeplies even afteí waiting foí a long time |