CUSTOMER CARE REGISTRY

Team Details :

Team No : PNT2022TMID13260
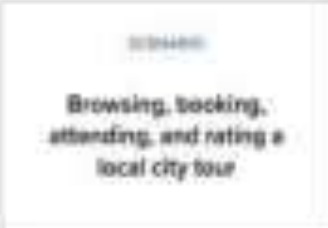College Name : PSR Engineering College,Sivakasi
Department : Computer Science & Engineering

Team Members :

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Browsing, booking, attending, and rating a local city tour

	Entice	Enter	Engage	Exit	Extend
	How does someone initially become aware of this process?	What do people experience as they begin the process?	In the core moments in the process, what happens?	What do people typically experience as the process finishes?	What happens after the experience is over?

Steps
What does the person (or group) typically experience?

Entice	Enter	Engage	Exit	Extend
Search for Support · Browse for Knowledge Base for Issues	Raising an Issue · Raising an Issue	Waiting for the Response · Taking time for the Agent to Respond	Closing the ticket · Finalize the Ticket Closing	Recommend Recommendation
For resolving the customer facing problems · Still resolving for a Specific Problem	Bringing a Uncommon Problem · Bringing a Uncommon Problem	Reminding Referral to Receive the Response · Waiting for the Specific agent to respond	Completely closing the ticket after closing · Either opening ticket or closing the time care along tickets	After a person sign and results will receive customer to help valuation

Interactions
What interactions do they have at each step along the way?
- **People:** Who do they see or talk to?
- **Places:** Where are they?
- **Things:** What digital touchpoints or physical objects would they use?

Entice	Enter	Engage	Exit	Extend
Customer · Dashboard of the Application · Chatbot Email Support	Customer and Moderator · Scan in Application · Chatbot Email Support	Customer and Agent · Customer Care · Push Notification	Customer Administrator and Agent · Customer Care Application · Ticket Closing	Customer email

Goals & motivations
At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...")

Entice	Enter	Engage	Exit	Extend
Problem to be solved · 24-7 Support	Fast Resolving and Time Managed · Flexible Support from Application	Solving the Issues on time · At the Support	Managed time for Accurate Response · Routine Navigation	Help to customer get solution for their problem

Positive moments
What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?

Entice	Enter	Engage	Exit	Extend
Solution received at a quick response	Instantly Responding to Customer	Most Experienced Agent	Managing the utilization of Customer time	Agent should solve a person's problem

Negative moments
What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?

Entice	Enter	Engage	Exit	Extend
Delayed response	Not Responding	Time out Tickets causing to down issues	Waiting Folder Customer Tickets	Waiting on hold for too long

Areas of opportunity
How might we make each step better? What ideas do we have? What have others suggested?

Entice	Enter	Engage	Exit	Extend
Administrator Routing · Delayed Response Automated Ticket Closing	Automated Navigation Mapping · Timed Responding	Time Consuming Ticket Reduction · Speech Responding	Automated Ticket Closure · Administrator Routing · System Failure Data Loss Resolving	Offer fast support · Reduce waiting time

THANK YOU!