EMPATHY MAPPING - CUSTOMER CARE REGISTRY

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Whether the application is trustworthy?

Raise queries

How much does user need pay for the service?

Faster response

Can we give a try for this application?

Response via contact person

Thinks How it will Provide Solution for our Problem

Says

Thinks

Collects information about the applications

Does

Feels

Excited

Looks for a Demo For how the application works

Gets all their Doubts clarified about the application

Good user interface

Chat bot interaction

PAIN

GAIN

sometimes wrong information

Misinterpretation of information

Enhanced Security Features

Improved customer interaction