

Problem-Solution-Fit

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CUSTOMER CARE REGISTRY

<p>1. CUSTOMER SEGMENT(S) CS</p> <p>Who is your customer?</p> <div> <p>1) Customers who are not able to solve them Own complaints of what they are facing.</p> <p>2) Customers who do not know the solution of their questions they get.</p> </div>	<p>6. CUSTOMER CC</p> <p>What constraints prevent your customers from <u>usage</u> or limit their choices of solutions? <u>spending power, budget, no cash, network connection, available devices.</u></p> <div> <p>1) This application will be supported by almost all the devices.</p> <p>2) The solution we propose will have an alert via email feature. <u>If</u> expense exceed the given limit.</p> <p>3) This solution also provides insights in a graphical way.</p> </div>	<p>5. AVAILABLE SOLUTIONS AS</p> <p>Which solutions are available to the customers when they face the problem or need to get the job done? What have they tried in the past? What pros & cons do these solutions have? <u>pen and paper</u> is an alternative to digital note taking</p> <div> <p>1) By reading the guidelines properly.</p> <p>2) offer a solution and give options whenever possible.</p> <p>3) Address to issue within the company.</p> <p>4) By communicating properly</p> </div>
<p>2. JOBS-TO-BE-DONE / PROBLEMS J&P</p> <p>Which jobs-to-be-done (or problems) do you address for your customers? There could be more than one; explore different sides.</p> <div> <p>1) The application <u>allow</u> the customers to find the solution for their queries.</p> <p>2) They <u>will</u> able to categorize their expenses.</p> <p>3) They will be also given option for the general <u>questions</u>.</p> <p>4) They also get the free solution where we provide our agents.</p> </div>	<p>9. PROBLEM ROOT CAUSE RC</p> <p>What is the real reason that this problem exists? What is the back story behind the need to do this job? <u>customers</u> have to do it because of the change in regulations.</p> <div> <p>1) Lot of customers don't know the guidelines for their problems.</p> <p>2) Some customers have of lack of <u>knowledge</u>.</p> <p>3) Not knowing the answer to a question.</p> <p>4) not reading the guidelines properly</p> </div>	<p>7. BEHAVIOUR BE</p> <p>What does your customer do to address the problem and get the job done? <u>directly</u> related: find the right solar panel installer, calculate usage and benefits; indirectly associated: customers spend free time on volunteering work (i.e. Greenpeace)</p> <div> <p>1) Make sure he/she reads the guidelines properly.</p> <p>2) Make sure they find a proper solution <u>for</u> their queries.</p> </div>
<p>3. TRIGGERS TR</p> <p>What triggers customers to act? <u>seeing their calculus</u> installing solar panels, reading about a more efficient solution in the news.</p> <div> <p>1) Customers can know to solve their solutions.</p> </div>	<p>10. YOUR SOLUTION SL</p> <p>If you are working on an existing business, write down your current solution first, fill in the canvas, and check how much it fits reality. If you are working on a new business proposition, then keep it blank until you fill in the canvas and come up with a solution that fits within customer limitations, solves a problem and matches customer <u>behaviour</u>.</p> <div> <p>1) To design a personal help desk using flask.</p> <p>2) To provide insights on their queries in a graphical way.</p> </div>	<p>8. CHANNELS of BEHAVIOUR CH</p> <p>8.1 ONLINE What kind of actions do customers take online? Extract online channels from #7</p> <div> <p>1) All their data are secured and being updated to cloud storage</p> </div> <p>8.2 OFFLINE What kind of actions do customers take offline? Extract offline channels from #7 and use them for customer development.</p> <div> <p>1) Make sure they find the best solutions for their complaints.</p> </div>
<p>4. EMOTIONS: BEFORE / AFTER EM</p> <p>How do customers feel when they face a problem or a job and afterwards? <u>lost, insecure</u> > confident, in control - use it in your communication strategy & design.</p> <div> <p>1) Customers can get the from the help desk.</p> </div>		