

Project Design Phase-I Problem Solution Fit

Date	25 September 2022
Team ID	PNT2022TMID21522
Project Name	Customer Care Registry

Problem-Solution Fit

Define CS, fit into CL	1. CUSTOMER SEGMENT(S) CS Ordinary folks	6. CUSTOMER LIMITATIONS CL <small>EG. BUDGET, DEVICES</small> <ul style="list-style-type: none"> Buyer perception is affected disproportionately. Dissatisfied. Returning the item Complaining to the appropriate authority. 	5. AVAILABLE SOLUTIONS AS <small>PLUSES & MINUSES</small> Provide a substitute for the unavailable goods. Before purchasing things, conduct product testing. Respond to consumer inquiries as soon as possible. Quick delivery. Provide accurate products.	Explore AS, differentiate
	2. PROBLEMS / PAINS PR <small>IF ITS FREQUENCY</small> <ul style="list-style-type: none"> Products that are unavailable Product of poor quality Long wait times for customer service responses Delay in delivery Offering the incorrect product 	9. PROBLEM ROOT / CAUSE RC <ul style="list-style-type: none"> Not updating the stock. Inadequate product testing. Customer service is ineffective. Awful delivery system. Poor product inspection prior to packaging. 	7. BEHAVIOR + ITS INTENSITY BE <ul style="list-style-type: none"> When the product is unavailable, switches to another product. Demand for the replacement of a low-quality product. Advice on how to improve response time and delivery speed. Returning and replacing an incorrect product 	
Identify strong TR & EM	3. TRIGGERS TO ACT TR <ul style="list-style-type: none"> Viewing items accessible on other websites. Other areas have high-quality products. Short wait period and quick delivery for others. 	10. YOUR SOLUTION SL <ul style="list-style-type: none"> Stock up on things as they become available and as they are sold. Product quality must be properly tested. Customer service that is effective. Improving the supply system Checking the merchandise twice or three times before packaging it. 	8. CHANNELS of BEHAVIOR CH ONLINE Through digital media, users may search for, purchase, use, and evaluate items or services that they believe will meet their requirements.	Extract online & offline CH
	4. EMOTIONS EM <small>BEFORE / AFTER</small> Before - Frustrated and enraged, Run out of patience. After - Positive buying experience, trustworthy and satisfied		OFFLINE Utilize the client experience to aid in customer development.	