

Define CS, fit into CC

1. CUSTOMER SEGMENT(S)

CS

Web users, mainly persons whomake compliant through online.

2. JOBS-TO-BE-DONE / PROBLEMS

J&P

Customer service representatives work directly with clients or customers to provide assistance, resolve complaints, answers questions. If you enjoy helping people, a customer service jobs to be done.

6. CUSTOMER CONSTRAINTS

C

Client information gets stored and gets received when required.

9. PROBLEM ROOT CAUSE

RC

- 1. Probably the server is overloaded or unreachable because of a network problem.
- 2. Cancellation tickets can be done either through the user login in the website or mobile application.
- 3. Dealing with angry customers.

5. AVAILABLE SOLUTIONS

AS

The users can login to the platform and just give the information required and they can explain their issues. Employee will assign to solve their issues.

7. BEHAVIOUR

BE

Effective customer service starts by listening to what customers have to say about their needs, wants or concerns. If you can provide complete and honest answers to their questions, you begin to gain their trust.

Explore AS, differentiate

Focus on J&P, tap into BE, understand RC

I d e n ti f y s t r o n g T R & E	<b>3. TRIGGERS</b> <b>TR</b> Not knowing the criteria for solving the queries. User can know about the platform through browsing or via friends	<b>10. YOUR SOLUTION</b> <b>SL</b> Our solution to solving the queries. To solve the queries agent is assigning to the user. User explains their queries so the agent will solve the problem.	<b>8.CHANNELS of BEHAVIOUR</b> <b>CH</b> Online: login to the website and explain their issues of the product.
	<b>4. EMOTIONS: BEFORE / AFTER</b> <b>EM</b> <b>Before:</b> Getting fault product from the online website. <b>After:</b> Queries clear for the fault product.		