

CUSTOMER CARE REGISTRY

PROBLEM SOLUTION FIT



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Problem-Solution Fit canvas

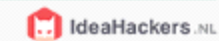
Purpose / Vision

Version:

Define CS, fit into CL	1. CUSTOMER SEGMENT(S) CS 1, Customers who are not able to solve them own complaints of what they are facing. 2, Customer who do not know the solution of their questions they got	6. CUSTOMER LIMITATIONS <small>EG. BUDGET, DEVICES</small> CL 1, This application will be supported by almost all the devices. 2, The solution we propose will have an alert via email feature, if expense exceed the given limit.	5. AVAILABLE SOLUTIONS <small>PROS & CONS</small> AS 1, By reading the guidelines properly. 2, Offer a solution and give options whenever possible. 3, Address to issue within the company. 4, By communicating properly	Explore AS, differentiate
	2. PROBLEMS / PAINS + ITS FREQUENCY PR 1, The application allow the customer to find the solution for their queries. 2, They will able to categorize their expenses. 3, They will be able given option for the general questions. 4, They also get the free solution where we provide our agents.	9. PROBLEM ROOT / CAUSE RC 1, Lot of customers don't know the guidelines for their problems. 2, Some customers have of lack of knowledge. 3, Not knowing the answer to a question. 4, Not reading the guidelines properly.	7. BEHAVIOR + ITS INTENSITY BE 1, Make sure he/she reads the guidelines properly. 2, Make sure they find a proper solution for their queries.	
Identify strong TR & EM	3. TRIGGERS TO ACT TR 1, Customers can know to solve their solutions.	10. YOUR SOLUTION SL 1, To design a personal help desk using flask. 2, To provide insights on their queries in a graphical way	8. CHANNELS of BEHAVIOR CH ONLINE 1, All their data are secured and being update to cloud storage	Extract online & offline CH of BE
	4. EMOTIONS <small>BEFORE / AFTER</small> EM 1, Customers can get the from the help desk.		OFFLINE 1, Make sure they find the best solution for their complaints	



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Thank you !

