

CUSTOMER CARE REGISTRY

TOP 3 Ideas – Problem Statement

1.Customer – Agent Communication:

Developing an application to solve customer's queries and issues regarding products or any other services which gains customer's trust and loyalty to the company. Besides existing feature like tracking the status of the tickets, the customer can easily communicate to the assigned agent on call or live chat. It gives clear insight into the issue to the agent, which helps to solve the issue quickly. This feature helps to acquire customer satisfaction.

2.Personalized User Interface:

This project is developed to give user friendly experience to the user, and it has an easy-to-understand interface so anyone can understand the issue raising process regardless of their age. This project providing various features to customize and personalize the interface based on their needs. And This application analyses the issues raised by the respective customer and provide a graph for each category. These features make the application to be more preferable to the user.

3.Online Forums and Self Service:

Developing an application to provide service and solving issues raised by the customer, which gains customer satisfaction to the company. This application provides an inside online channels to interact with common people regarding the issues, online forums and FAQs which are available for offline. These features pave the way for the customer to gain more insights into the products which reduce the issues raising by customers.