

Define CS, fit into CC

1. CUSTOMER SEGMENT(S)

Customers who are not able to solve them Own complaints of what they are facing.
Customers who do not know the solution of their questions they get.

2. CUSTOMER CONSTRAINTS

No suitable tool has been developed or introduced by a company.
This limits the customers' ability to receive their online issue fixed

5. AVAILABLE SOLUTIONS

Easier communication with colleagues and customers Increase sales and conversions Easy track and view support tickets

Explore AS, differentiate

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

2. JOBS-TO-BE-DONE

Which jobs-to-be-done (or problems) do you address for your

- The application allow the customers to find the solution for their queries.
- They will able to categorize their expenses.
- They will be also given option for the general questions.
- They also get the free solution where we provide our agents.

9. PROBLEM ROOT CAUSE

- Lot of customers don't know the guidelines for their problems.
- Some customers have of lack of knowledge.
- Not knowing the answer to a question.
- Not reading the guidelines properly

7. BEHAVIOUR

What does your customer do to address the problem and get the job done?

- Make sure he/she reads the guidelines properly.
- Make sure they find a proper solution for their queries.

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<div>3. TRIGGERS</div> <div>TR</div> <p>Digitalization of other services.</p>	<div>10. YOURS SOLUTION</div> <p>To create a customized user-friendly application using HTML/CSS and Flask to provide customer care services in an efficient and automated manner primarily aims to improve user's experience.</p>	<div>8. CHANNELS of BEHAVIOUR</div> <div>CH</div> <p>ONLINE</p> <p>To create an automated customer care registry which makes the process more efficient and ease.</p> <p>OFFLINE</p> <p>The appropriate management team should formed, address the problems, and offer a best answer.</p>	<div>Identify strong TR & EM</div>
<div>4. EMOTIONS: BEFORE / AFTER</div> <div>EM</div> <p>Additionally very convenient, improved user experience since the application saves so much time</p>			