PROBLEM SOLUTION FIT

PROJECT DESIGN PHASE - I

Team Details :

Project Name: Customer Care Registry

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1.Customer Segments :

Customers who are not able to solve their problems and who do not know the solution for the problem.
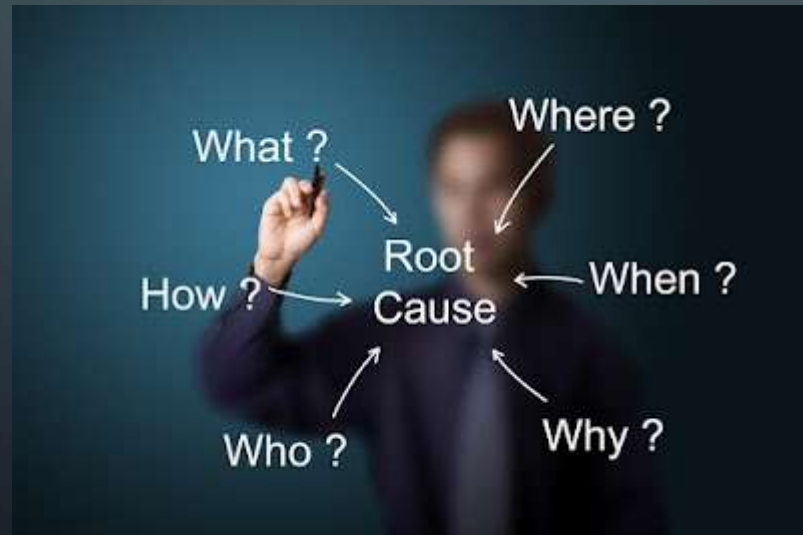
For this problem , the solution is

That the solution we propose will have provide the customers to provide solutions to their problems via email support or by connecting to a agent which will be very comfortable for better interactions and better results.

2. Problem Root Cause :

The customer don't know the root cause for the problem and then what happens when a problem arises.

We propose that our solution makes clear to them and next time make sure them to read the guidelines and instructions carefully before doing anything. With our chatbots and Connecting to an agent function, it can be solved.

3. Data storage issues :

Some of the customers may forget their login credentials, and they will raise a complaint for that.

We propose that the data which is the login credentials, are stored in the cloud storages in a secure manner. Then if they lost their credentials means, with the help desk , we can reach the customer for more support.

THANK YOU.