Project Design Phase-I
Proposed Solution Template

Date	19 OCTOBER 2022
Team ID	PNT2022TMID20299
Project Name	CUSTOMER CARE REGISTRY
Maximum Marks	2 Marks

Proposed Solution Template:

S.No.	Parameter	Description
1.	Problem Statement (Problem to be solved)	No Matter how frustrated or high pitched a customer might go at the time of conversing with a service agent, it does not give the rep the license to be rude to the customer in any way. Generally, such situations are handled by an experienced manager.
2.	Idea / Solution description	Following these guidelines can help you tackle even a sticky situation such as this: - You need a team of service personnel with a positive and can-do attitude against hiring people just on the basis of their experience - Ensure that they are empathetic to customer needs, no matter how badly the customer behaves or speaks - Invest time and effort to upskills your team, especially in soft skills, through ongoing training and development programs For now, it may seem like a rather far fetched strategy to take care of a critical customer service problem and solution. In due course of time, you will see that it was worth the effort.
3.	Novelty / Uniqueness	We should have **anaturally friendly disposition, an upbeat personality, and the ability to engage other in conversation**. Such enthusiasm should also be reflected in their work ethics**, e.g.,** the willingness to go the extra mile to deliver an outstanding customer service.

4.	Social Impact / Customer Satisfaction	1. **Create memorable customer experiences** Unique customer experiences are a key element of **getting people to trust our brand and buy from us.** 2. **Address our customer by Name** One of the best ways to offer a more personal customer experience is using the customer's name when talking with them-in person, over the phone, through email, or when coming up with customer surveys. A friendlier approach that doesn't feel forced **humanizes the consumer- business interaction**. 3. **Turn Customer mistakes Into unforgettable experience** Sometimes, it's not the company that makes a mistake, but the customer. It happens, and even though it's the client fault, that doesn't mean you shouldn't try to come up with a solution. **It shows people how much our brand cares about consumers**, and it really takes the customers who made the mistake by surprise in a pleasant way.
5.	Business Model (Revenue Model)	✓ **Experience** ✓ **Observation** ✓ **Resourcing** ✓ **Action** This slide is 100% editable. Adapt it to your needs and capture your audience's attention.
6.	Scalability of the Solution	Product or service that businesses use to gain a deeper understanding of their customer's needs and expectations. They work to streamline and improve customer communications, therefore increasing customer satisfaction.