

# Problem Solution fit

## WHAT IS THE PROBLEM

Customers today expect communication with service departments to be instant. In fact, they want immediate resolution of their concerns too. This is, indisputably, the first in the long list of the common problem with customer service that needs to be addressed by businesses. When a customer keeps getting transferred from one agent or department to another, it ensures that a customer will never return to you or your business in the future. Neither will they recommend you to people they know. This brings us to the second most common customer service problem. Customers today want to talk to humans, not machines. This brings us to another key customer service issue that is quite common these days.

### OPTION 1

The Customer can send their problem to the Agent's Mail.

### OPTION 2

The agent is assigned to a customer they will be notified with an email alert.

### OPTION 3

In this app the customers can view the status of the ticket till the service is provided.

## SOLUTION

This app is used to manage customer interaction and complaints with the Service Providers through e-mail and all the complaint details will be stored in Cloud.

This app will actively ask for Customers Feedback and sharing their feedbacks to all the agents which helps to solve the Customers problem.