

CUSTOMER CARE REGISTRY

PROBLEM STATEMENT

DATE	15 NOVEMBER 2022
TEAM ID	PNT2022TMID18844

PROBLEM STATEMENT:

Customer care is a way of dealing with customers when they interact with your brand, products, or services. This Application has been developed to help the customer in processing their complaints. The customers can raise the coupon ticket with a detailed description of the issue.

An Agent will be assigned to the Customer to solve the problem. Whenever the agent is assigned to the customer, they will be notified with an email alert. Customers can view the status of the ticket till the service is provided.

Customer can register for an account. After the login, they can create a complaint with a description of the problem they are facing. Each user will be assigned an agent. They can view the status of their complaint.

The main roles and responsibilities of the admin is to take care of the whole process. Starting from Admin login followed by the agent creation and assigning the customers complaints. Finally, he will be able to track the work assigned to the agent and notification will be sent to the customer.

The main use of this project is to help the customer in processing their complaints. The customers can raise the ticket of their issues and the problem will be solved by the organization.

Developing a cloud application to help the customer in processing their complaints. In this application, the customer can raise an issue or a coupon ticket with a detailed description, then the admin review and acknowledge the coupon ticket by assigning an agent. An email notification triggered to the customer and the customer can track the status of the resolving process. The customer and agent can communicate with each other by calls or live chat.

This enables the agent to understand the issue and to solve the issue quickly.
The customer can use channels or forums or FAQs to know more about the issues before raising a ticket

CUSTOMER PROBLEM STATEMENT:

Problem Statement (PS)	Iam (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	User	Ticket Booking	Time Delay	Agent Not Responding	Anxiety
PS-2	User (Agent)	Solve Problem	Customer Not Responding	Customer Unavailable	Frustrated
PS-3	User (Admin)	Backup Data	Data Loss	System Failure	Cumbersome
PS-4	User	Looking forStatus	Status Unavailable	Agent Not Updated	Stressed