

Phase-II Problem Solution Fit

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Team ID	PNT2022TMID41783
Project Name	Customer Care Registry

Problem-Solution Fit

Define CS, fit into CL	1. CUSTOMER SEGMENT(S) CS Ordinary folks	6. CUSTOMER LIMITATIONS <small>EG. BUDGET, DEVICES</small> CL	5. AVAILABLE SOLUTIONS <small>PLUSES & MINUSES</small> AS Provide a substitute for the unavailable goods. Before purchasing things, conduct product testing. Respond to consumer inquiries as soon as possible. Quick delivery. Provide accurate products.	Explore AS, differentiate
	2. PROBLEMS / PAINS <small>IF FREQUENT</small> PR	9. PROBLEM ROOT / CAUSE RC	7. BEHAVIOR + ITS INTENSITY BE	
Focus on PR, tap into BE, understand RC	<ul style="list-style-type: none"> Products that are unavailable Product of poor quality Long wait times for customer service responses Delay in delivery Offering the incorrect product 	<ul style="list-style-type: none"> Not updating the stock. Inadequate product testing. Customer service is ineffective. Awful delivery system. Poor product inspection prior to packaging. 	<ul style="list-style-type: none"> When the product is unavailable, switches to another product. Demand for the replacement of a low-quality product. Advice on how to improve response time and delivery speed. Returning and replacing an incorrect product 	Focus on PR, tap into BE, understand RC
	3. TRIGGERS TO ACT TR	10. YOUR SOLUTION SL	8. CHANNELS of BEHAVIOR CH	
Identify strong TR & EM	<ul style="list-style-type: none"> Viewing items accessible on other websites. Other areas have high-quality products. Short wait period and quick delivery for others. 	<ul style="list-style-type: none"> Stock up on things as they become available and as they are sold. Product quality must be properly tested. Customer service that is effective. Improving the supply system Checking the merchandise twice or three times before packaging it. 	ONLINE Through digital media, users may search for, purchase, use, and evaluate items or services that they believe will meet their requirements.	Extract online & offline CH
	4. EMOTIONS <small>BEFORE / AFTER</small> EM Before - Frustrated and enraged, Run out of patience. After - Positive buying experience, trustworthy and satisfied		OFFLINE Utilize the client experience to aid in customer development.	