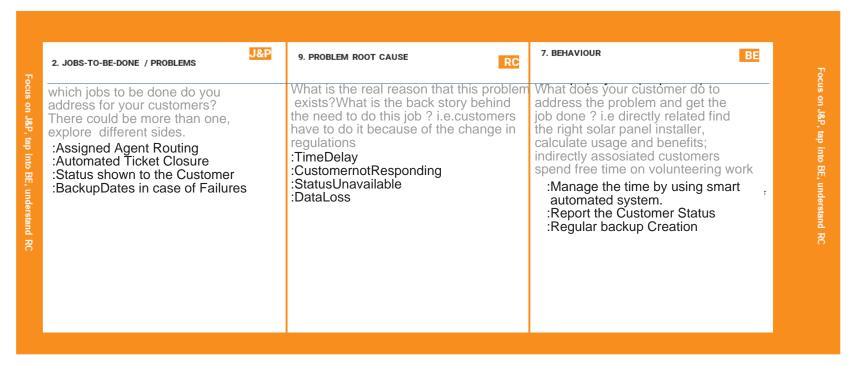
Project Title: CUSTOMER CARE REGISTRY

ProjectDesignPhase-1

PROBLEM SOLUTION FIT

Team ID: PNT2022TMID11405

1. CUSTOMER SEGMENTS(S)	6. CUSTOMER CONSTRAINTS CC	5. AVAILABLE SOLUTIONS AS
who is the customer? :Public Individuals :Organisational Customer :Administrator	what constrains to prevent your customers from taking action or limt their choices of solutions? :Time Delay :System Failure :Delayed Response :404 Error	Which solutions are available to the customers when they face the problem or ned to get the job done What have they tried in the past? What pros & cons do these solutions have? :Help Desk :ZenDesk :KnowledgeBase :OmniChannels :Voice Assistant



	3. TRIGGERS TR	10. YOUR SOLUTION SL	8. CHANNELS of BEHAVIOR	
	What triggers customers to act? Quick Resolving Issues and Smart Status Tracker	If you are working on existing business ,write down your current solution first, fill in the canvas,and check how much it fits reality. If you are working on a new business proposition,then keep it blank until you fill in the canvas and comeup with a solution that fits within customer limitations,solves a problem and matches customer behaviour.	What kind of actions do customer take online?Extract online channels from #7 Approach to the best Solvable Expert from the Available Existing Applications or Search for the best Suitable Solution from the Soial Media Recommendations	EXPLO RE AS DIFFE RENTI ATE
		:Ticket Booking through Automation Routing :Looking for status of the available tickets. :Solving Problems as a customer is unavailable. :Backup Data as a Regular Restoring.	8.2 OFFLINE CHANNELS What kind of actions do customers take offline?Extract offline channels	
	4. EMOTIONS: BEFORE / AFTER EM How do customers feel when they face a problem or a job and afterwards? They feel Anxiety,Frustated and Stressed as it is a Critical or Emergency Situation to bring a Good Solution		from #7 and use them for customer	