Project Title : CUSTOMER CARE REGISTRY   **ProjectDesignPhase-1**   **Team ID : PNT2022TMID11405**

PROBLEM SOLUTION FIT

Define CS, fit into CC

1. CUSTOMER SEGMENTS(S)   `CS`

who is the customer?
:Public Individuals
:Organisational Customer
:Agent
:Administrator

6. CUSTOMER CONSTRAINTS   `CC`

what constrains to prevent your customers from taking action or limt their choices of solutions?

:Time Delay
:System Failure
:Delayed Response
:404 Error

5. AVAILABLE SOLUTIONS   `AS`

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

Explore AS, differentiate

Focus on J&P, tap into BE, understand RC

2. JOBS-TO-BE-DONE / PROBLEMS   `J&P`

which jobs to be done do you address for your customers? There could be more than one, explore different sides.

:Assigned Agent Routing
:Automated Ticket Closure
:Status shown to the Customer
:BackupDates in case of Failures

9. PROBLEM ROOT CAUSE   `RC`

What is the real reason that this problem exists?What is the back story behind the need to do this job ? i.e.customers have to do it because of the change in regulations

:TimeDelay
:CustomernotResponding
:StatusUnavailable
:DataLoss

7. BEHAVIOUR   `BE`

What does your customer do to address the problem and get the job done ? i.e directly related find the right solar panel installer, calculate usage and benefits; indirectly assosiated customers spend free time on volunteering work

:Manage the time by using smart automated system.
:Report the Customer Status
:Regular backup Creation

Focus on J&P, tap into BE, understand RC

Define CS, fit into CL

3. TRIGGERS `TR`

What triggers customers to act?

Quick Resolving Issues and Smart Status Tracker

4. EMOTIONS: BEFORE / AFTER `EM`

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

10. YOUR SOLUTION `SL`

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.

: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. CHANNELS of BEHAVIOR `CH`

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

8.2 OFFLINE CHANNELS

What kind of actions do customers take offline?Extract offline channels from #7 and use them for customer development.

Mostly looking into Online for the solving the issue is better because offline turns to be high time consuming as well have many failure cases as the Customers approach is very new.

EXPLORE AS DIFFERENTIATE