Ideation Phase

Define the problem statement

Problem: Customer Care Registry:

- In various departments, customer care plays an important role to solve the problems and make them more convenient to our solution.
- The main task of the customer care registry is to satisfy the customer's queries and support your offer both before and after they buy your product or use your service.
- According to research, customer care service provided by automatic live chat is 30% better than phone calls because the reason is simple in phone calls it does not allow, we to manage multiple queries at a time.
- If multiple queries at a same time in phone call may leads to unsatisfied of customers.
- Among the different types of customer service available, customers consider email as a more trustworthy and professional channel. No wonder 12% of customers still choose email to register their requests.
- Via E-Mail service also makes customer need to wait for their reply with efficient solution. This also makes minor inconvenient to customers.
- Other services like Walk in service, social media customer service, video conference service, etc… also makes little level of inconvenient.
- The aim of this project is to provide well solution to customer queries in quick manner and also need to satisfy the customer and make to prefer our service more.