

Project Design Phase-I Problem Solution Fit

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Team ID	PNT2022TMID40784
Project Name	Project - Customer Care Registry
Marks	

Explore AS, differentiate AS, differentiate

1. CUSTOMER SEGMENT(S)

CS

Who is the Customer ?

- Public Individuals
- Organisational Customer
- Agent
- Administrator

6. CUSTOMER CONSTRAINTS

CC

What constraints prevent your customers from taking action or limit their choices of solutions?.

- Time Delay
- System Failure
- Delayed Response
- 404 Error/Gateway Error

5. AVAILABLE SOLUTIONS

AS

Which solutions are available to the customers when they face the problem or need to get the job done? What have they tried in the past? What pros & cons do these solutions have?

- Help Desk
- Zen Desk
- ChatBot
- Omni Channels
- Knowledge Base
- Voice Assistant

Explore AS, differentiate

2. JOBS-TO-BE-DONE / PROBLEMS

J&P

Which jobs-to-be-done (or problems) 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.
- Back up Datas 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.

- Time Delay
- Customer Not Responding
- Status Unavailable
- Data Loss

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 associated: customers spend free time on volunteering work (i.e. Greenpeace)

- Manage the Time by Using Smart Automated System.
- Report the Customer Status
- Make Flexible Status Update
- Regular Backup Creation

3.
TRIGGERS
TR

What triggers customers to act?
Quick Resolving Issues and Smart
Status Tracker

4. EMOTIONS: BEFORE /
AFTER EM

How do customers feel when they face a
problem or a job and afterwards?

They feel Anxiety, Frustrated and Stressed
as it is a Critical or Emergency Situation
to bring a Good Solution.

10.YOUR
SOLUTION SL

If you are working on an 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 come up
with a solution that fits within
customer limitations, solves a problem
and matches customer behavior.

- Ticket Booking through
Automation Routing.
- Looking for Status of the
Available Tickets.
- Solving Problems as a
Customer is Unavailable.
- Back Up Data as a Regular Restoring

8.8 CHANNELS of BEHAVIOR

CH

8.1 ONLINE

What kind of actions do customers 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 Social Media Recommendations.

8.2 OFFLINE

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.