Define CS, fit into CC

Explore AS, differentiate

1.   CUSTOMER SEGMENT(S)   `CS`

Customers who are not able to solvethem Own complaints of what they are facing.
Customers who do not know the solution of their questions they get.

6. CUSTOMER CONSTRAINTS   `CC`

No suitable tool has been developed orintroduced by a company.
This limits the customers' ability toreceive their

5. AVAILABLE SOLUTIONS   `AS`

Easier communication with colleagues and customers Increase sales and conversions Easy track andview support tickets

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

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

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

- The application allow the customers to find the solutionfor their queries.
- They will able to categorizetheir expenses.
- They will be also given optionfor the general questions.
- They also get the free solutionwhere we provide our agents.

9. PROBLEM ROOT CAUSE   `RC`

- Lot of customers don't knowthe guidelines for their problems.
- Some customers have of lackof knowledge.
- Not knowing the answer to aquestion.
- Not reading the guidelinesproperly

7. BEHAVIOUR   `BE`

- Make sure he/she reads the guidelines properly.
- Make sure they find a proper solution for their queries.

3. TRIGGERS

TR

Digitalization of other services.

4. EMOTIONS: BEFORE / AFTER

EM

Additionally very convenient,improved user experience since the application saves so much time

10. YOUR SOLUTION

SL

To create a customized user-friendly application using HTML/CSS and Flask to provide customercare services in an efficient and automated manner primarily aims to improve user's experience.

8. CHANNELS of BEHAVIOUR

CH

To create an automated customer care registrywhich makes the process more efficient and ease.

OFFLINE

The appropriate management team should formed, address the problems, and offer a best answer.