**Project Title: Customer Care registry Project Design Phase-I** - **Solution Fit Team ID: PNT2022TMID34443**

**BE**

**. BEHAVIOUR**

**7**

Contact a knowledgeable person by paying them,

**RC**

**. PROBLEM ROOT CAUSE**

**9**

Every system has different configurations and Different

hardware and software components

**J&P**

**2**

**. JOBS-TO-BE-DONE / PROBLEMS**

Troubleshoot the network connection.Check all the data entered is

correct or not

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**. AVAILABLE SOLUTIONS**

Monitor the Network connection,Rebooting theiw systems,Restart

the Browser/Web client

Technical Issues,Irresponsive pages in the website,Upload/download issues,Data

integrity check issues

**CC**

**. CUSTOMER CONSTRAINTS**

**6**

**CS**

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**. CUSTOMER SEGMENT(S**

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Front end/Back end/Full Stack Developers,

Lab technicians,Marketing Professionals,..

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| **I ti**  **s n T**  **&**  **E** | **denIdentify strong TR 3. TRIGGERS**  **fy** Their co employes have no issues so they try to Solve by  **tro** themselves /Contact a professional to reconfigure **g**  **R**  **M** | **TR** | **10. YOUR SOLUTION**  First Try to contact the knowledgeable person .if still the query is not cleared go for the online customer support | **SL** | 1. **CHANNELS of BEHAVIOUR**   **8.1 ONLINE**  Contact the support team | **CH** |  |

**Iden**

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|  | **4. EMOTIONS: BEFORE / AFTER**  out of their minds,get angry,behave rudely > Inner peace,Happy,Urges to work | **EM** |  | **8.2 OFFLINE**  Contact a professional within the company |  |