

CUSTOMER CARE REGISTRY

PROBLEM STATEMENT
AND DEFINITION



TEAM MEMBERS:

Vishnu vikas

Team Leader

Yugesh

Team member1

Yuvatej

Team member2

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Team member3

TEAM DETAILS:

Team no : PNT2022TMID03404

College name : Saveetha Engineering College

Department : Computer Science & Engineering



BRAINSTORM & IDEA PRIORTIZATION

Template



Brainstorm & idea prioritization

Use this template in your own brainstorming sessions so your team can unleash their imagination and start shaping concepts even if you're not sitting in the same room.

🕒 10 minutes to prepare

📅 1 hour to collaborate

👥 2-8 people recommended

🗨️ Share template feedback

➔

Before you collaborate

A little bit of preparation goes a long way with this session. Here's what you need to do to get going.

🕒 10 minutes

A

Team gathering

Define who should participate in the session and send an invite. Share relevant information or pre-work ahead.

B

Set the goal

Think about the problem you'll be focusing on solving in the brainstorming session.

C

Learn how to use the facilitation tools

Use the Facilitation Superpowers to run a happy and productive session.

Open article ➔

1

Define your problem statement

🕒 5 minutes

PROBLEM

Problems like extended wait times, unprepared or uninformed agents, and even tech issues like a downed or slow website can all interfere with customer satisfaction — not to mention increase employee frustration and make it difficult to empathize with clients.



Need some inspiration?

See a finished version of this template to kickstart your work.

Open example ➔

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2

Brainstorm

Write down any ideas that come to mind that address your problem statement.

🕒 10 minutes

Oviya Sree

Customer support is a key to success.	It contains customer queries.	Also contains all agent details.
It ensures customer satisfaction.	It provides chat boxes.	It is a live chat boxes.
Customer satisfaction can increase.	Also improve customer loyalty.	High quality customer care.

Shalini K

They handle all customer queries and ensure they are answered.	They handle all customer queries and ensure they are answered.	create a positive customer experience.
Receive queries.	Read queries carefully.	Allocation of agents.
Adding for stars / rates.	User's feedback.	Respond quickly.

Seetha A

Understand the customer's needs and provide a solution.	Understand the customer's needs and provide a solution.	Take your time to understand the customer's needs.
Customer Service is the key to success.	Make your customer service full and playful.	Ensure your customer service is the best.
Respond to customer queries quickly.	Teach customers something new.	Automate your customer service with AI.

Gopika Soman

Understand your customers.	Create a customer-centric culture.	Be proactive and listen to your customers.
Lead with empathy, always.	Lead with empathy, always.	Lead with empathy, always.
Respond to customer feedback.	Make it easy for customers to get in touch with your business.	

3

Group ideas

Take turns sharing your ideas while clustering similar or related notes as you go. Once all sticky notes have been grouped, give each cluster a sentence-like label. If a cluster is bigger than six sticky notes, try and see if you can break it up into smaller sub-groups.

🕒 20 minutes

Oviya Sree

A critical factor for ensuring customer satisfaction is providing your support teams and reps with all of the resources they need to satisfy your customers.	Responding to customer feedback increases satisfaction because it gives customers that you listen to what they have to say about your business instead of simply seeing them as a name on a receipt.	The easier it is for customers to get in contact with you, the higher your customer satisfaction levels will be.
Customers are always looking for fast solutions, so ensuring your support teams always respond in a timely manner is crucial to satisfying that desire.	Customer loyalty programs are a great way to show appreciation and ensure satisfaction as you're rewarding customers for continuously doing business with you.	Ensuring customer satisfaction also means personalizing the service experiences customers have with your business.

Shalini K

Telling your customers how you'll help them along your journey with your business is a great way to keep them satisfied.	Create Customer Care Ideas for All Channels.	Personalize Your Customer Interactions and Be Proactive With Updates & Notifications.
A great test that new support reps should take before getting on the phones is a product demonstration.	One of the most traditional ways to train customer service teams is through a presentation.	The beauty of hiring a diverse workforce is that your employees encounter unique perspectives they may not have experienced before.

Seetha A

Problems the extended well been implemented at customer agents, and even less so when it comes to customer satisfaction - we're not even close to meeting our goals.	A customer-centric culture means that every team and department works to foster a positive customer experience.	Leading with empathy is a pillar of all service practices, especially customer satisfaction. It helps you show customers that you're on their side and working to help them succeed.
Offering customer loyalty programs that are based on actions customers commonly take with your business so they don't have to take extra steps to meet loyalty tiers.	Creating help-desk articles that use clear and easy to understand language so the customer can understand instructions.	Acting on customer feedback when they directly tell you their level of satisfaction with your business and provide areas of opportunity for improvement and growth.

Gopika Soman

There are several touchpoints at which your customers will interact before, during, or after purchase. Register a complaint, record the turnaround time.	Higher wait times significantly take customer satisfaction score down. It is the brand's responsibility to plan for and hire support staff.	Other competitors in your industry may offer similar products to yours, so there may be very few points that a customer considers when deciding between two businesses.
Setting up communities is a great way to handle customer service, promotional and marketing activities, and address any customer concerns.	Make customer satisfaction a part of your DNA, your company culture. Let all your initiatives and processes be driven by this common organizational goal.	The most important strategy for ensuring customer satisfaction is understanding your customers.



BRAINSTORM & IDEA PRIOTIZATION

