***EMPATHY MAP***

Responding quickly

Lot's of Recommendation

Clean UI interface and easy interaction

They want you to give them consistent answers

Time efficient

Low price

known the service provider details

CUSTOMER CARE REGISTRY



Is the Environment will be in friendly manner?

Selective Listening

what customer expects?

Attentive Listening

customer satisfaction

Is webpage responsible?

How the Company will maintain their position in market?

where i should start

should support bus

what type of cutomers come?

What my friends and family think about my employer?

Is service be cost efficient?

iam looking for something reliable

Responding quickly

Is service phone number available?

They like you to be proactive

what friends say?

Is variety of service is provided?

Easy to find service

Variety of service

customer wants to know about our service

how long i have to wait?

where should i look for?

Had a chat support to answer some queries related to the platform

Personalize the customer experience

Trust issue on product quality

How the service will be provided?

Is service will be worthy?

Lack of strategies

Exploiting available data

Finances price increase

Easy of conveniences

Benefit for the customer

Tracking of services

Unnecessary of long process

Slow software

Need to repurchase often

Lots of manual work

Lack of information for agents

User satisfaction on service

Help center

Service Delivering the needs on time

Providing assurance on repair services