

CUSTOMER CARE REGISTRY

PROBLEM STATEMENT

People wish to have a secure registry and quick customer service with appropriate solutions for the issues that they face. People often face spam calls, many ambiguous solutions were given by customer care and sometimes even customer care does not even respond to user's queries. If these problems are not solved, people feel very frustrated about how customer care about doing their jobs by doing what is not important. This will lead to people's distrust of customer care and feeling cheated by customer care. These things happen because of not organizing the customer care properly. By giving them a secure registry and quick solutions for the problem they face will ease people and create more trust about customer care, reduce stress, spam calls can be avoided and they can receive proper solutions for their queries. They feel more happy about how their problem gets resolved with ease. These will raise trust of organization among users who are people and it will lead to many people sharing the organization's service. It will also lead to growth of organization.