

Project Design Phase-II

Problem Solution Fit

Date	26/10/2022
Team ID	PNT2022TMID34492
Project Name	Customer Care Registry
Marks	

Problem Solution Fit Map:

Project Title: Customer Care Registry

Project Design Phase I:Solution Fit Template

Team ID:PNT2022TMID34492

1.CUSTOMER SEGMENT(S):

Customer segmentation is the process by which you divide your customers into segments based on common characteristics-such as demographics or behaviors so you can market to those customers more effectively.

6.CUSTOMER CONSTRAINTS :

The barriers to understanding the customer journey include a lack of data and system integrations, breakdowns in process, misguided focus, and inattention to key aspects of the buyer experience.

5.AVAILABLE SOLUTIONS:

Quality customer service involves understanding your customers' expectations and ways that your business can exceed those expectations. Several low-cost customer service solutions are available to help companies efficiently field consumer questions and concerns . Help shift. Live chatting with customers.

2.JOBS-TO-BE DONE/PROBLEMS:

Understanding customers expectations.
Exceeding Customer Expectations.
A Customer Demands Something You Cannot Do.
Handling Angry Customers.
Choosing the Right Channels and Tools.

9.PROBLEM ROOT CAUSE:

One major customer service challenge support teams face is angry customers. The challenge comes from reaching a satisfying conclusion for everyone involved. calmly and efficiently. There are many reasons a customer may be angry, but, regardless of the cause, it's your team's job to handle the situation properly.

7.BEHAVIOUR:

Step 1: Dig deeper by asking the right questions. ...
Step 2: Identify the type of customer you're dealing with. ...
Step 3: Respond to the customer quickly. ...
Step 4: Present a solution, and verify that the problem is solved. ...
Step 5: Log the complaint so you can track trends.

3.TRIGGERS:

Listen to Customers. Sometimes, customers just need to know that you're listening. Suggest Solutions. Identify and Anticipate Needs. Take Them Seriously.

4.EMOTIONS:BEFORE/AFTER:

Present the future as better than the past; make your customers feel good about the future.

8.CHANNELS OF BEHAVIOUR:

8.1 ONLINE: Online customer service is the process of answering customer questions digitally using tools such as email, social media, live chat, and messaging apps.

8.2 OFFLINE:

You can use digital signages to feature animated videos, live streams, pre-recorded webinars, and graphics to engage your customers in-store using technology.