

PROJECT DESIGN PHASE -I

PROBLEM SOLUTION

Date	24 September 2022
Team ID	PNT2022TMID52252
Project Name	Customer Care Registry
Maximum Marks	2 Marks

Define CS, fit into CC	1. CUSTOMER SEGMENT(S) CS Who is your customer? i.e. working parents of 0-5 y.o. kids 1.The customer who are not able to solve their queries they can solve the problems by raising the tickets. 2.Customers who don't know the solution of their questions they get.	6. CUSTOMER CONSTRAINTS CC What constraints prevent your customers from taking action or limit their choices of solutions? i.e. spending power, budget, no cash, network connection, available devices. 1.The solution we proposed will have an alert via email feature 2.Client information get stored and get received when required 3.The solution provide insides in graphical way	5. AVAILABLE SOLUTIONS AS Which solutions are available to the customers when they face the problem or need to get the job done? What have they tried in the past? What pros & cons do these solutions have? i.e. pen and paper is an alternative to digital notetaking 1.By reading a guidelines properly 2.Offer a solution and give option whenever possible 3.Address to issue within the company	Explore AS, differentiate
	2. JOBS-TO-BE-DONE / PROBLEMS J&P Which jobs-to-be-done (or problems) do you address for your customers? There could be more than one, explore different sides. 1.The application allow the customer to find the solution for the queries 2.Customer representatives work directly with the clients or customers to provide assistance 3. They can also solve the raised query by using chat box	9. PROBLEM ROOT CAUSE RC What is the real reason that this problem exists? What is the back story behind the need to do this job? i.e. customers have to do it because of the change in regulations. 1.Lot of customers do not know guidelines for their problems 2.Dealing with angry customers 3.Some of the customers have lack of knowledge	7. BEHAVIOUR BE What does your customer do to address the problem and get the job done? i.e. directly related: find the right solar panel installer, calculate usage and benefit; indirectly associated: customers spend free time on volunteering work (i.e. Greenpeace) 1.All the customers must read the guidelines properly to avoid the problems 2.Effective customer service starts by listening to what customers have to say about their needs	
3. TRIGGERS TR What triggers customers to act? i.e. seeing their neighbour installing solar panels, reading about a more efficient solution in the news. 1. Customers must know how to solve the problems 4. EMOTIONS: BEFORE / AFTER EM How do customers feel when they face a problem or a job and afterwards? i.e. lost, insecure > confident, in control - use it in your communication strategy & design. 1.The customer can get help from our agents we are assigned 2.They feel very satisfied with our service	10. YOUR SOLUTION SL If you are working on an existing business, write down your current solution first, fill in the canvas, and check how much it fits reality. If you are working on a new business proposition, then keep it blank until you fill in the canvas and come up with a solution that fits within customer limitations, solves a problem and matches customer behaviour. 1.Our solution is to design a help desk that is helpful for customer to solve their queries that they have raise 2..To design a personal help desk using flask	8. CHANNELS of BEHAVIOUR CH 8.1 ONLINE What kind of actions do customers take online? Extract online channels from #7 1.All their datas are secured and being updated to cloud storage 8.2 OFFLINE What kind of actions do customers take offline? Extract offline channels from #7 and use them for customer development. 1.They can get better solution for their queries they raised	Extract online & offline CH of BE	
Identify strong TR & EM				