

Project Title: Customer Care Registry
Project Design Phase-I - Solution Fit Template
Team ID: PNT2022TMID35699

Define CS, fit into BE, understand the problem	1. CUSTOMER SEGMENT(S) CS General Users who purchase products or get service from providers	6. CUSTOMER CONSTRAINTS CC No suitable tool available or introduced by organization. This restricts the customers to get their problem solved online.	5. AVAILABLE SOLUTIONS AS By understanding the issue properly with help of domain knowledge people and providing better solution.	Explore AS, diff. into BE, understand the problem
	2. JOBS-TO-BE-DONE / PROBLEMS J&P Rectifying customer issue by creating an automated customer care registry to provide hassle free service.	9. PROBLEM ROOT CAUSE RC Increasing complaints and not having proper environment for managing, solving and tracking those issues online.	7. BEHAVIOUR BE Should understand the problem clearly and to conclude to a feasible solution.	
	3. TRIGGERS TR Digitalization of other services.	10. YOUR SOLUTION SL To create a customized user-friendly application using HTML/CSS and Flask to provide customer care services in an efficient and automated manner primarily aims to improve user's experience.	8. CHANNELS of BEHAVIOUR ONLINE: To create an automated customer care registry which makes the process more efficient and ease. OFFLINE: Proper management team should be formed and rectify the issues and provide a optimal solution as soon as possible.	Tap into BE, understand the problem
	4. EMOTIONS: BEFORE / AFTER EM Enhanced user experience also very convenient since application saves lot of time.			