



IBM-Project-50811-
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Customer Care Registry

Problem-Solution Fit



Team Details

PNT2022TMID24627

TEAM ID

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Problem-solution Fit ~ Model Canvas

Problem root cause

What is the real reason that this problem exists?

A lot of customers don't know the guidelines for their problems.

Some of them lack the knowledge.

Not knowing the answer to a question.
Also not reading the guidelines properly.

Key activities

What are the key steps to move ahead to your customers?

The application should allow the customers to find the solution for their queries. They will be able to categorize their expenses.

Available solutions

What are the solutions available when they face a problem or need to get their job done

- i) By reading the guidelines properly
- ii) Offer a solution and give options whenever possible.
- iii) With proper communication

Triggers

When customers get to know how to solve their problems.

Emotions : Before/After

How do customers feel, when they face it and afterwards

Lost, insecure -->
Confident, In-control

Behaviour

What does your customer do to address the problem and get the job done?

Make sure they read the guidelines properly.

Make sure they find a proper solution for their queries.

Channels

How are you going to reach your customers?

- 1. **Online** - By using a cloud storage.
- 2. **Offline** - By making sure they find the best solution for their complaints.

Customer segments

Who are your customers? Describe your target audience in a couple of words.

Customers who are not able to solve the problems on their own.

Customers who do not know the solution of the questions they get.

Solution

- i. To provide a personal help desk using flask.
- ii. To provide insights on their queries in a graphical way.

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Thank You!