

Project Design
Phase-I
Problem Solution Fit

Date	18 October 2022
Team ID	PNT2022TMID43847
Project Name	Project-Customer care registry

Define CS, fit into CL	1. CUSTOMER SEGMENT(S) CS Customer who are not able to solve them own complaints of what they are facing	6. CUSTOMER LIMITATIONS CL <small>EG. BUDGET, DEVICES</small> These applications will be supported by almost all the devices. This solution also provides insights in a graphical way	5. AVAILABLE SOLUTIONS AS <small>PLUSES & MINUSES</small> By reading the guidelines properly Offer a solution and give whenever possible By communicating properly	Explore AS, differentiate
	2. PROBLEMS / PAINS PR <small>+ ITS FREQUENCY</small> <ul style="list-style-type: none"> The applications allow the customers to find the solution for their queries they will able to categorize their expenses they also get the free solution where we provide our agents 	9. PROBLEM ROOT / CAUSE RC Lot of customers don't know the guidelines for the problems Some customers have of lack of knowledge Not knowing the answer to a question not reading the guidelines properly	7. BEHAVIOR BE <small>+ ITS INTENSITY</small> Make sure he/she reads the guidelines properly Make sure they find a proper solution for the queries	
Identify strong TR & EM	3. TRIGGERS TO ACT TR Customer can know to solve their solutions	10. YOUR SOLUTION SL To design a personal help desk using flask To provide insights on their queries in Graphical way	8. CHANNELS of BEHAVIOR CH All their data are secured and being updated to cloud storage	Extract online & offline CH of BE
	4. EMOTIONS EM <small>BEFORE / AFTER</small> Customer can get the from the help desk		OFFLINE Make sure defined the best solution of the complains	