Problem-Solution-Fit

Team Id
PNT2022TMID45758

Project Name
Customer Care Registry

CUSTOMER CARE REGISTRY

Identify strong TR&EM			
	1. CUSTOMER SEGMENTS User can upload the complaints to this system for the get the solution to their complaints.	**5. AVAILABLE SOLUTIONS** Helps to know the solution of the complaints.	**8. CHANNELS OF BEHAVIOUR** Users should be able to interact with the recommended system and obtain information easily.
	2. JOBS TO BE DONE / PROBLEM Ineffectual to get the solution systematically	**6 CUSTOMER CONSTRAINTS** Difficult to provide proper intimation system	**9. PROBLEM ROOT CAUSE** There isn't a systematic approach to gather internet information rapidly. One must wait hours to request complaints.
	3. TRIGGERS Using this project, the user can know about status of complaint through website **4. EMOTIONS: BEFORE / AFTER** Before, waiting for a solution of the complaint took a lot of time. After, In this system analyze the complaints and to provide automatic forwarding system of user's complaints.	**7 BEHAVIOUR** The ability of providing many of the reports on the system, and add to Facilitate the process of submitting a complaint.	**10. YOUR SOLUTION** In this project we can design web application to analyze the complaints and to provide automatic forwarding system of user's complaints. User is easily known about status of complaints. If the action can't be taken properly means, send to higher authorities.