Project Design Phase-1
Problem-Solution Fit

Batch name	B3-3M5E
Project name	customer care registry
Team members	04

1. who is your customer	5. Available solution	8. Channels of behaviour
All ages people are here	Ask the proper questions to learn what is upsetting your customer."Have you been dealing with this issue for a long time?"	a.online Customers want immediate and seamless answers to their difficulties. b.Offline Can query with phone calls
2. Jobs-to_be-done	**6. Customer constraints**	**9.Problem root cause**
Customer service issues must be resolved because they affect other parts of the business.	"The probability of selling to an existing, happy customer is up to 14 times higher than the probability of selling to a new customer, according to Marketing Metrics"	Customers have numerous issues, with varying degrees of sophistication or viewpoint.
3. Triggers Customer service issues must be resolved because they affect other parts of the business. **4. Emotions before / after** Customer service issues must be resolved because they affect other parts of the business	**7.Behaviours** Provide self-help capabilities such as AI chatbots, knowledge base, or interactive discussion forums so that customers can search, find and resolve problems on their own.	**10. Your solution** It's critical to check in with your customers to see how they feel about the solution and confirm that the issue has been fixed