Project Design Phase I : **Solution Fit Template**

Title: Customer Care Registry : **Cloud Application**

Team ID : **PNT2022TMID0504**

Define CS, Fit in CC

1. CUSTOMER SEGMENT(S)
Who is your customer? `CS`

Customers who are not able to solve their own Problem and in need for a possible solution from their agents/manufacturer.

6. CUSTOMER CONSTRAINT.
What constraint prevents your customer from taking action or limiting their choice of solution? `CC`

The problem of contacting their manufacture and all the problems and procedure in it.

5. AVAILABLE SOLUTION
Which solutions are available to the customer when they face the problem. `AS`

- They can check FAQ's Session for fast support.
- If the problem is not listed, they can post the problem in new queries section.
- Which will be further assisted by the agent team.

Explore AS, Differentiate

Focus on J&P, Tap into BE, Understand RC

2. JOBS-TO-BE-DONE/PROBLEMS
Which jobs-to-be-done (or problems) do you address for your customers? There could be more than one; Explore different sides? `J&P`

- This Application Allows Customers to get their queries resolved.
- They will be able post their queries and wait for the solution.
- They will also solutions from our agents.
- They can also access our FAQ's Section on our website.

9. PROBLEM ROOT CAUSE.
What is the real reason that the problem exists? `RC`

The only real reason that this problem exists is the lack of awareness and ratio of proven results which could create trust issues with their agent.

7. BEHAVIOR
What does your customer do to address the problem and get the job done. `BE`

- They must first Post their queries and then wait for 2 hours.
- They can also use our chatbot to easily contact our Team.
- They can also refer the FAQ's session.

Focus on J&P, Tap into BE, Understand RC

Identify string TR & ME

3. TRIGGERS
What triggers customers to act. `ER`

- Customers get to know solution to their queries.
- Fast Response.

4. EMOTIONS: BEFORE/AFTER
How do customers feel when they face a problem or a job and afterwards. `TM`

- Enables Customers to Trust to their agent.
- Feeling comfortable with the product and the company's service.

10. YOUR SOLUTION `RC`

Our solution involves autonomous system which does the following:

- A personal Help desk which can be accessed through all the devices which are compatible with browser.
- Customers can post their queries in the new thread section.
- They can also access the FAQ's Section to see if the problem is already listed
- They can also view their problem progress through the Kanban board.
- They will get support from the team until the problem gets resolved.

8. CHANNELS of BEHAVIOR
8.1. ONLINE `CH`

- For a new query they need an online connectivity to post and receive help from our team.

- They can also use our chatbot 24/7 While they are in online.

8.2 OFFLINE

- They can Read the messages once it is received through the cloud app.

- They can access FAQ's while they are offline.

Identify string TR & ME