CUSTOMER CARE REGISTRY



Team Details:

Team No : PNT2022TMID47308

College Name: Government College of Engineering Srirangam

Department : Computer Science & Engineering

Team Members:

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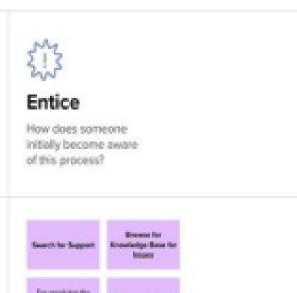


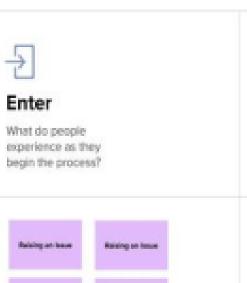
PROJECT DESIGN PHASE – II

CUSTOMER JOURNEY

DATE	8 October 2022
TEAM ID	PNT2022TMID47308
PROJECT NAME	CUSTOMER CARE REGESTRY
MAXIMUM MARK	2 Marks

SCHOOL Browsing, booking, attending, and rating a local city tour Steps typically experience? Interactions · Places: Where are they? Goals & motivations Positive moments











What happens after the experience is over?

Personalized

Recommendation

What does the person (or group)

For resolving the Self resolving for a Soucher Problem oursomer facing

Billinging 4 Bingings

Making for the Response Today they for the Agent to Respond to Receive the

Ministry for the Specific agent to temporal.

Finalise the Ticket Classing the Solvet. Completely chooling the School offer Ether solving Solet or closing the time

consuming Schols

What interactions do they have at each step along the way?

- People: Who do they see or talk to?
- . Things: What digital touchpoints or physical objects would they use?

bestlosed of the Application.

Chebot Breit

Support

Source Application

Chediot, Short Support

Customer and Agent

response

Contoner Core

Email Notification

Customer -Administrator and

Special Control

Continue Care Application

Total County

Cotomor mail

At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...") Problem to be

Customer

34/Flapport

Feetbacking and Time Managed

Peoble Support From Application Solving the bouse on

All time Support

Managed time for Accorde Response

Redde Neighton

get solution for their problem.

What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting? Solution received to a quick response Monentry Responding to Customers

Most Experienced Asperts

Managing the Utilization of Contemer time

Agent should: salve customer's



Negative moments

What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?

Nothingunding.

Time out flowers CHARGE TO SOME

Minking Faller Culture Tokes

Waiting as hold for too long



Areas of opportunity

How might we make each step better? What ideas do we have? What have others suggested?

Automoted Trobat

Automated

Timed Responding

Time Consuming Travel Evolution

Automated Ticket Classins

Administrated Bouting

System Failure Date Large Registring

Offer fast support

Reduce waiting Contract of

THANK YOU!