

# 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 - I

## Problem Solution Fit

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

Define CS, fit into	<div>1. CUSTOMER SEGMENT(S) <span>CS</span></div> <div>Who is your customer?</div> <div>           1) Customers who are not able to solve them Own complaints of what they are facing.            2) Customers who do not know the solution of their questions they get.         </div>	<div>6. CUSTOMER <span>CC</span></div> <div>What constraints prevent your customers from <u>taking action</u> or limit their choices of solutions? <u>i.e.</u> spending power, budget, no cash, network connection, available devices.</div> <div>           1) This application will be supported by almost all the devices.            2) The solution we propose will have an alert via email feature, <u>if</u> expense exceed the given limit.            3) This solution also provides insights in a graphical way.         </div>	<div>5. AVAILABLE SOLUTIONS <span>AS</span></div> <div>Which solutions are available to the customers when they face the problem or need to get the job done? What have they tried in the past? What pros &amp; cons do these solutions have? <u>i.e.</u> pen and paper is an alternative to digital notetaking</div> <div>           1) By reading the guidelines properly.            2) offer a solution and give options whenever possible.            3) Address to issue within the company.            4) By communicating properly         </div>	Explore AS,
Focus on J&P, tap into BE, understand	<div>2. JOBS-TO-BE-DONE / PROBLEMS <span>J&amp;P</span></div> <div>Which jobs-to-be-done (or problems) do you address for your customers? There could be more than one; explore different sides.</div> <div>           1) The application <u>allow</u> the customers to find the solution for their queries.            2) They <u>will</u> be able to categorize their expenses.            3) They will be also given option for the general <u>questions</u>.            4) They also get the free solution where we provide our agents.         </div>	<div>9. PROBLEM ROOT CAUSE <span>RC</span></div> <div>What is the real reason that this problem exists? What is the back story behind the need to do this job? <u>i.e.</u> customers have to do it because of the change in regulations.</div> <div>           1) Lot of customers don't know the guidelines for their problems.            2) Some customers have of lack of <u>knowledge</u>.            3) Not knowing the answer to a question.            4) not reading the guidelines properly         </div>	<div>7. BEHAVIOUR <span>BE</span></div> <div>What does your customer do to address the problem and get the job done? <u>i.e.</u> directly related: find the right solar panel installer, calculate usage and benefits; indirectly associated: customers spend free time on volunteering work (i.e. Greenpeace)</div> <div>           1) Make sure he/she reads the guidelines properly.            2) Make sure they find a proper solution <u>for</u> their queries.         </div>	Focus on J&P, tap into BE, understand
Identify strong TR & EM	<div>3. TRIGGERS <span>TR</span></div> <div>What triggers customers to act? <u>i.e.</u> seeing their <u>neighbour</u> installing solar panels, reading about a more efficient solution in the news.</div> <div>1) Customers can know to solve their solutions.</div> <div>4. EMOTIONS: BEFORE / AFTER <span>EM</span></div> <div>How do customers feel when they face a problem or a job and afterwards? <u>i.e.</u> lost, insecure &gt; confident, in control - use it in your communication strategy &amp; design.</div> <div>1) Customers can get the from the help desk.</div>	<div>10. YOUR SOLUTION <span>SL</span></div> <div>If you are working on an existing business, write down your current solution first, fill in the canvas, and check how much it fits reality. If you are working on a new business proposition, then keep it blank until you fill in the canvas and come up with a solution that fits within customer limitations, solves a problem and matches customer <u>behaviour</u>.</div> <div>           1) To design a personal help desk using flask.            2) To provide insights on their queries in a graphical way.         </div>	<div>8. CHANNELS of BEHAVIOUR <span>CH</span></div> <div>8.1 ONLINE What kind of actions do customers take online? Extract online channels from #7</div> <div>1) All their data are secured and being updated to cloud storage</div> <div>8.2 OFFLINE What kind of actions do customers take offline? Extract offline channels from #7 and use them for customer development.</div> <div>1) Make sure they find the best solutions for their complaints.</div>	Extract online & offline CH of BE

THANK YOU!

