

CUSTOMER CARE REGISTRY

Brain Storming
and Idea
Prioritization

TEAM DETAILS

- Team No : PNT2022TMID10775
- College Name : IFET College of Engineering
- Department : Electronic and communication
Engineering

TEAM MEMBERS

- RAHUL M
- SELVENDIRRAN P
- RAHUL KRISHNA J
- SATHISH KUMAR S
- SATHEESH KUMAR SR

PROJECT DESIGN PHASE - 2

Brain Storming and Idea Priortization

TEAM ID	PNT2022TMID10775
PROJECT NAME	CUSTOMER CARE REGISTRY
MAXIMUM MARKS	2 Marks

BRAIN STORMING & IDEA PRIORITATION

DEFINE THE PROBLEM STATEMENT

What problem are you try to solve ? How did you Identify the problems ?

How might we can solve the issue given by the customer ?

BRAIN STORMING

RAHUL M

- Review the issue
- Respond Immediately to the customer
- UI interface
- Analyze the root of the problem

SELVENDIRRAN P

- Analyze the root of the problem
- Send the query to the respected customer agent.
- Analyze the issue in the products

RAHUL KRISHNA J

- Customer Queries
- Customer Satisfaction
- Feedback of agent
- Email

BRAIN STORMING

SATHISH KUMAR S

- Provide service details.
- Improve security
Notify the customer.
- Provide Email

SATHEESH KUMAR SR

- Solution for customer problem.
- Filter the query based on agent.

GROUP IDEAS

Customer

- Immediate response for customer needs
- Inform the customer about their queries
- Provide live support
- Resolve the problem quickly

Feedback

- Agent review
- feedback with emoji.

Email

- Live chat
- 24/7 response

THANK

YOU