

CUSTOMER CARE REGISTRY

Problem Solution Fit

TEAM DETAILS

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

TEAM MEMBERS

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PROJECT DESIGN PHASE - 1

PROPOSED SOLUTION

DATE	12 November 2022
TEAM ID	PNT2022TMID10775
PROJECT NAME	CUSTOMER CARE REGISTRY
MAXIMUM MARKS	2 Marks

PROJECT DESIGN PHASE 1 PROBLEM SOLUTION FIT

1 . CUSTOMER SEGMENTS Who is your customers ? 1.Customers who has query which they don't know how to resolve. 2.Customers who do not know how to approach the questions they get.	6 . CUSTOMER What constraints prevent your customer from taking action or limit their choices of solution ? 1.This app will be accessible from any device. 2.The novelty of the solution will have an alert through mail.	AVAILABLE SOLUTION Which solution are available to the customers when they face the problems or need to get the job done ? 1.By reading the instruction properly. 2.Contact the customer care if any help needed .
2 . JOBS TO BE DONE What problem do you address for your customers ? 1.They will able to categorize the expenses. They will be also given option for the general questions.	9 . PROBLEM ROOT CAUSE What is the back story behind the need to this job ? 1.Lot of customers have lack of knowledge. 2.Not reading the instruction properly.	BEHAVIOUR What does your customer do address the problems and get the job done? 1.Make sure they read the guidelines properly . 2.Make sure they find a proper solution for their queries.
3 . TRIGGERS What triggers customer to act? 1 . Customers can know to solve their solutions. 4 . EMOTIONS : BEFORE/AFTER	10 . SOLUTION If you are working on a existing business , write down your current solution fit first, fill in the canvas , and check how much it fits reality . 1 . Todeign a personal help desk using flask. 2 . To provide insights on their queries in a graphical way.	CHANNELS OF BEHAVIOUR 10 . YOUR SOLUTION <ul style="list-style-type: none"> • ONLINE What kind of actions do customer take online ? All their data are secured and being updated to cloud storage • OFFLINE What kind of actions do customer take online? Make sure they find the best solution for their complaints

THANK
YOU