Team id:PNT2022TMID47962

Project title:Customer care Registery using

Cloud Application Devolopment.

1.Customer Segment(s) Who is your customer? The people who want a platform to get solutions to their queries about service they used.	6.Customer Trust and time prevent Customers from taking actions.	5.Available solution Which solutions are need to get job done? The available solution of our project is to rectify the customer's queries by allocate a ticket.
2.Jobs-to-be-done/Problems People have so many queries about their purchase items and related services they used.By using our project,we rectify customer queries.	9.Problem root cause If queries rise in customer's mind they can take wrong decisions.This may lead to destruction of trust in company.	7.Behaviour The main behaviour of this project is customer's Satisfication by providing correct solution to their queries.
3.Triggerstr What triggers customer's to act? The main aim of our project is not only rectify Customer's queries and	10.Our solution Give the solution to the customer's queries.It can done within the short period of time by classify the	8.Channels-of-behaviour 8.1 ONLINE Our project read online process to send and receive queries and solutions.

also classify the questions into general and technical for reducing the time consumption and make easy.	questions into general and technical.	
4.Emotions Before/After How do customer feel when they face a problem or a job and afterwards? People(customer's) are very collapse about services they used if any query rises in their mind.After use our application they will feel happy for clearing their doubts in short period.		8.2 OFFLINE Our project cannot done in Offline mode. Hence Offline process doesn't need for our project.