

EMPATHY MAP FOR CLOUD COMPUTING BASED ON CUSTOMER CARE REGISTRY

<p><u>Thinks:</u></p> <p>Companies today are modernizing customer care, using advanced AI to ensure a positive customer experience, interaction and throughout the buyer's journey.</p>	<p><u>Feels:</u></p> <p>High -quality customer care is proactive .The needs of customers are anticipated ,making customer feel supported .</p>
<div data-bbox="162 1146 432 1464" data-label="Image"> </div> <hr/> <p>USER</p>	<p><u>Does:</u></p> <p>Customer care and customer service together help create a positive customer experience or the overall impression .</p>
<p><u>Says:</u></p> <p>Customer care boosts the overall customer experience by providing answer to common questions like social media ,websites.</p>	<p><u>Feedback:</u></p> <p>Customer satisfaction can increase and customer loyalty can improve.</p>