

Pactical 01

1. Group Discussion :

Tech Service Chosen: Google Drive

Discussion points : How Google Drive Meets

Customer Needs:

* Accessibility -:

Google Drive allows users to access their files from any devices with internet access, making it convenient for students, Professional, and businesses.

* Collaboration -:

It Supports real-time collaboration through Google Docs, sheets, and slides, which helps teams and classmates work together effectively.

* Storage -:

Offers 15GB of free Cloud Storage, with options to upgrade for more space - Suitable for both personal and professional use.

* Security -:

provides two-step verification and file encryption to protect user data.

* Integration -:

Seamlessly integrates with Other Google Services (Gmail, Calendar, Meet), improving productivity.

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Customer Complaint

Suggested Better Handling:

- Transparent Communication :

Google Should provide a detailed reason for account Suspension, including Suspicious activity logs or flagged behavior.

- Recovery Option :

Offer a temporary recovery window where users can download their data before permanent deletion.

- Human Support Access:

Make it easier for users to contact a real support representative, especially for critical data loss issues.

- Improved Notifications:

Send Multiple alerts or warnings before disabling the account, allowing the user to respond or secure the account