**Ideation Phase**

**Define the Problem Statements**

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| --- | --- |
| Date | 28 June 2025 |
| Team ID | LTVIP2025TMID57433 |
| Project Name | Online Complaint Registration and Management System |
| Maximum Marks | 2 Marks |

**Customer Problem Statement Template:**

| **Problem Statement (PS)** | **I am (Customer)** | **I’m trying to** | **But** | **Because** | **Which makes me feel** |
| --- | --- | --- | --- | --- | --- |
| **PS-1** | a college student facing issues in hostel/academics | register a complaint quickly and track its progress | there's no efficient or transparent system for complaint registration | I have to rely on manual processes or in-person communication | ignored and unsure if my issues will be resolved |
| **PS-2** | an agent managing multiple student complaints | efficiently respond to and resolve complaints | there’s no centralized platform to view and interact with users | I receive complaints through unorganized channels | overwhelmed and unable to manage workload effectively |
| **PS-3** | an admin overseeing complaint operations | monitor all user complaints and assign them effectively | existing systems lack automation and status visibility | I can’t ensure fair and timely distribution of work | frustrated and unable to optimize complaint resolution |
| **PS-4** | a user who submitted a complaint | receive timely updates and communicate with the agent | there's no clear communication or update mechanism | I’m left waiting without knowing the status of my complaint | anxious and dissatisfied with the support process |