Customer Care Registry

PROBLEM STATEMENT AND DEFINITIONS

TEAM MEMBERS

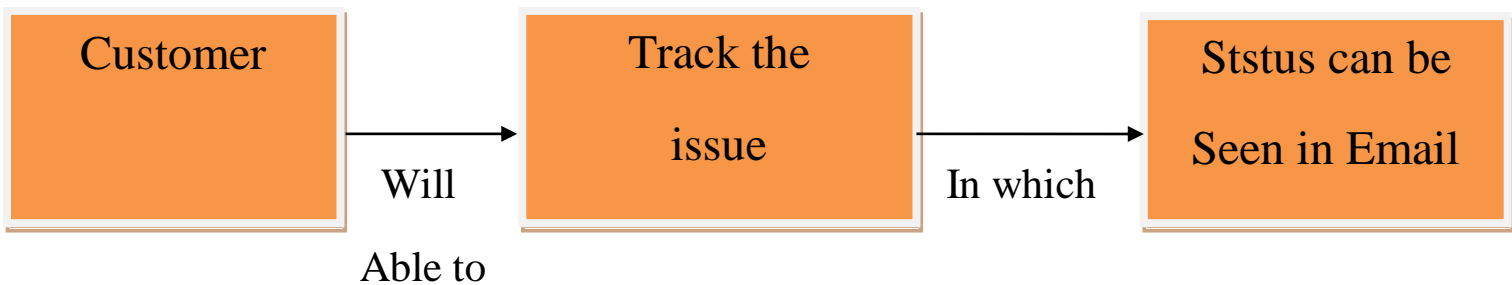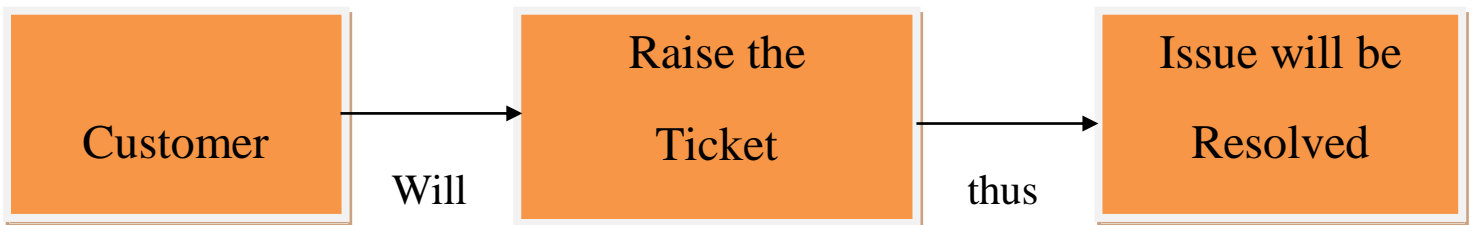- Jayasurya S (Team lead)
- Shankar P
- Sujindhar C
- Shyam R

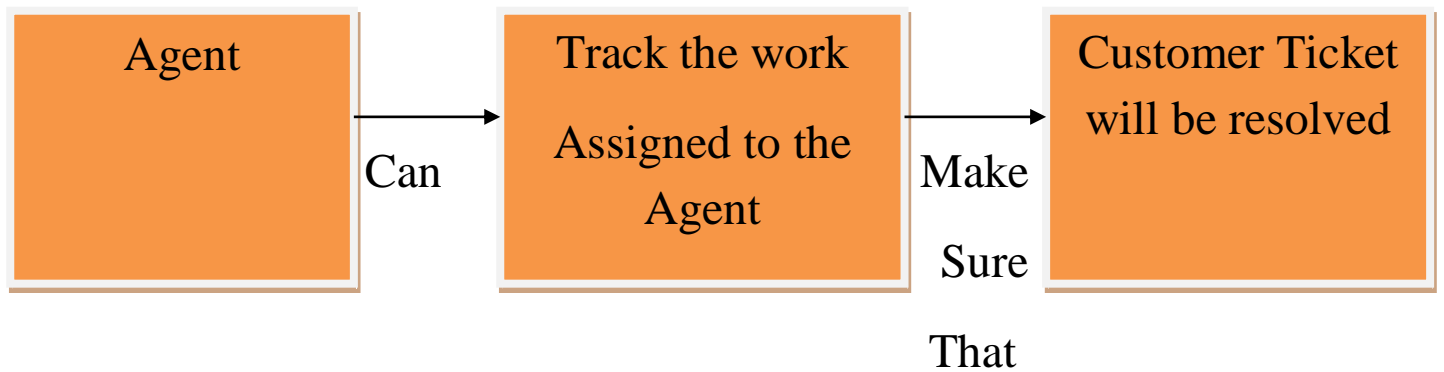BATCH NO:B5-5M1E

TEAM ID:PNT2022TMID08534

PROBLEM STATEMENT
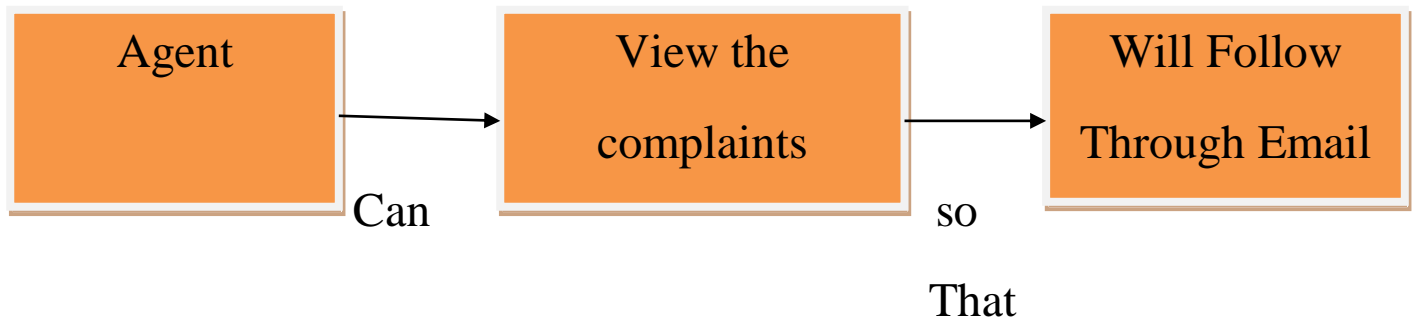
A problem statement is a concise description of the problem or issues a project seeks to address. The problem statement identifies the current state,the desired future state and any gaps between the two. A problem statement is an important communication tool that can help ensure everyone working on a project knows what the problem they need to address is and why the project is important.

PROBLEM STATEMENTS

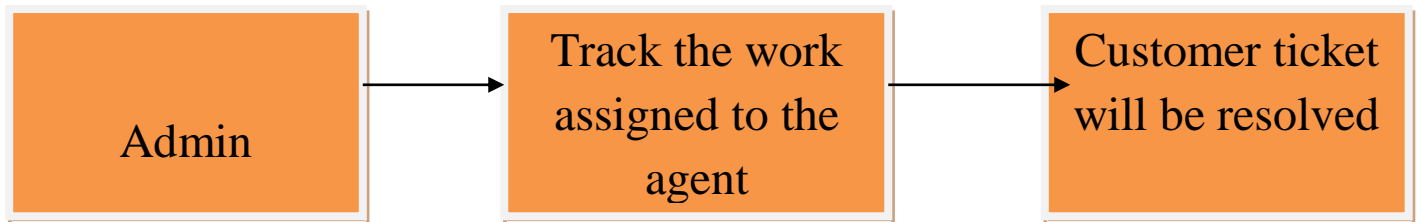| Customer | →(Needs a Way to)→ | Register their Account | →(So that)→ | They can Login and Raise their Issue |

Customer → (Will) → Raise the Ticket → (thus) → Issue will be Resolved

Customer → (Will Able to) → Track the issue → (In which) → Ststus can be Seen in Email

PROBLEM STATEMENTS

AGENT

Agent		View the complaints		Will Follow Through Email
	Can		so That	

Agent		Track the work Assigned to the Agent		Customer Ticket will be resolved
	Can		Make Sure That	

PROBLEM STATEMENTS

AGENT

| Admin | → | Track the work assigned to the agent | → | Customer ticket will be resolved |

Thank you!