

Nandha College of Technology

IBM - Nalaiya Thiran

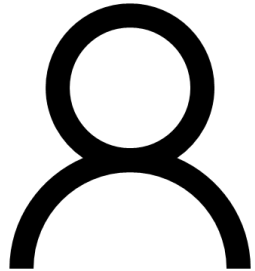
Problem Statement

Team Members,

1. Gomathi P,
2. Vijayananthan M,
3. Vignesh R,
4. Rahul S.

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.



Need a way to

Register their account

So that

Login and Raise Ticket

Will

Raise their Ticket

thus

Issue is to be resolved

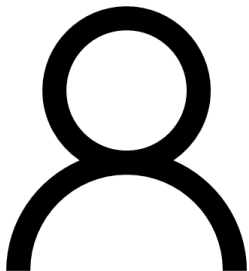
Will able to

Track the Issue

In which

Status can be seen in mail

AGENT



can

View the complaints

So that

Will follow through mail

can

Flag the task

thus

Easy recognition of work-flow

can

Track the work

Make sure that

Customer ticket will
be resolved

Downloaded Software isn't installing or running...

Question	Description
Why this happens?	This issue often happens when the downloaded software is not compatible.
Who does the problem affect?	The user and the users who are using the software.
What is this issue?	This issue can be related to the incompatibility of the software.
What is the solution?	To check and download the compatible version of the software.

Over Data Utilization on connecting to Desktop

Question	Description
Why this happens?	This happens because the background windows update process is on.
Who does the problem affect?	The user and the users who are connected to the Desktop.
What is this issue?	This issue is over utilization of mobile data over connecting to the Desktop
What is the solution?	This issue can be solved by disabling the windows update option in settings.