

IBM

CUSTOMER CARE REGISTRY

TEAM NO: PNT2022TMID29305

COLLEGE NAME: UNIVERSITY COLLEGE OF ENGINEERING-VILLUPURAM

PROBLEM STATEMENT

To develop an application for solving customer problems that customers faces daily life. It helps you figure out how your product or service will solve this problem for them. The statement helps you understand the experience you want to offer your customers. It can also help you understand a new audience when creating a new product or service. A well-articulated customer problem statement allows you and your team to find the ideal solution for the challenges your customers face. Throughout the process, you'll also be able to empathize with your customers, which helps you better understand how they perceive your product or service. It's important to validate your customer's problems by running user research. This template is a way of crafting your problem statement, not analyzing your customer profile or needs.