

**Ideation Phase**  
**Define the Problem Statements**

Date	18 September 2022
Team ID	PNT2022TMID16191
Project Name	Project - Customer Care Registry
Maximum Marks	2 Marks

**Customer Problem Statement :**

<b>Problem Statement (PS)</b>	<b>I am (Customer)</b>	<b>I'm trying to</b>	<b>But</b>	<b>Because</b>	<b>Which makes me feel</b>
PS-1	User	Ticket Booking	Time Delay	Agent Not Responding	Sad
PS-2	User(Agent)	Solve Problem	Customer Not Responding	Customer Unavailable	Frustrated
PS-3	User(Admin)	Backup Data	Data Loss	System Failure	Anxiety
PS-4	User	Looking for Status	Status Unavailable	Agent Not Updated	Stressed