Ideation Phase
Define the Problem Statements

Date	18 September 2022
Team ID	PNT2022TMID16303
Project Name	Project - Customer Care Registry
Maximum Marks	2 Marks

Customer Problem Statement :

Problem Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
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