Ideation Phase

Define the Problem Statements

Problem Statement

A Customer had occurred a problem when they apply a ticket, they need to recovery asolution or result. So, the customer will contact a customer care for arise this issue.

After the customer complaint, the company could identify that problem and solved this issue. Now the company wants to avoid these kinds of problems and technical issues

So, the company needs the customer satisfaction.

This customer care registry helps to solve the issues and its find customer satisfaction

Defining the problem:

Website isn't Showing or Running	
Why this happens?	This issue often happens when the Web Browser is not compatible.
Who does the problem affect?	The user and the users who are using the Website
What is the issue?	This issue can be related to the incompatibility of the Browser
What is the solution?	To check and download the compatible version of the Website

Over Data Utilization on connecting to Desktop

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 the 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

Customer wants to fix a blue screen of death?

Who does the Problem Affect?	Customer who uses the particular thing
What are the boundaries of the problem?	Customer who uses the thing for their personal work, office work etc.
What is the issue?	Failure of Hardware or driver sometimes it maybe in software too
When does the issue occur?	It frequently occurs after the customer installed new drivers or new piece of software
Where does the issue occur?	It often lies in the Hardware or one of the drivers
Why is it important that we fix the problem?	It is necessary to run the computer or Laptop too their task or work in order to complete it.
What solution to solve this issue?	A quick reboot is sometimes enough to solve the problem

What methodology used to solve the issue?	By means of troubleshoot the process or resetting of the software and hardware

Customer wants to fix the Payment issue?	
Who does the Problem Affect?	Customer who uses the particular thing
What is the solution to solve this issue temporarily?	Check payment method is up to date or try another payment method
How the issue occurs?	Customer who has entered incorrect card information, payment gateway, or the bank institution issue
When does the issue occur?	It occurs when there is insufficient balance in bank account
Why is it important that we fix the problem?	For the welfare of the customer needs