PROBLEM STATEMENT

A customer is a user who needs an intermediary agent to solve their problem while using online booking and e-commerce websites. So we developed customer care registration system to provide better services.

Who does the problem affect?	Frequent online users.
What are the boundaries of the problem?	IT sector, e-Commerce, Online Booking System.
What is the issue?	Stay in touch with the customer until the issue is resolved An Agent will be assigned to the Customer to solve the problem. Based on complaint type related authority take action and try to solve complaint as early as possible.
When does the issue occurs?	Not knowing answer to a questions, When the customer needs does not satisfied, Transferring customer calls, Not having right tools, Customer service workflows aren't aligned with customer journey.
Where is the issue occurring?	The issue occur in several department like IT sectors, e-Commerce etc.,
Why is it important that we fix the problem?	By solving this issue, Customer can get the solution for their raised complaints.