

PROBLEM STATEMENT
CUSTOMER CARE REGISTRY

TEAM MEMBERS

K Logitha

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- Customers seek a speedy resolution to their complaint because the response time was too long.
- Consumer service agents do not pay close attention to what the customer requires.
- The majority of the times, customers are unable to talk with a real human, alternatively with automated chats.
- Customers do not know the current status of problem and at present how much percent is completed.
- The customer needs a method to set up an account so they can log in and report a problem.
- For example, customers who perform their banking on their smart phones complain that entering the data for each bill is time-consuming, challenging, and susceptible to mistakes. So we can easily help the customers by using the application.