IDEATION PHASE

PROBLEM STATEMENT

Date	09 October 2022
Team ID	PNT2022TMID22588
Project Name	Project - Customer Care Registry
Maximum Marks	2 Marks

PROBLEM STATEMENT

A Customer had a problem when they applied for a ticket they needed to recover a solution or result. So, the customer will contact customer care to raise this issue. After the customer complaint, the company could identify that problem and solve this issue. Now the company wants to avoid these kinds of problems and technical issues. So, the company needs customer satisfaction. Customers can create an account and log in to the dashboard and they can send a ticket along with their name, complaint's body in the webpage and also can see their complaints with the respective time sent by them. Also they can see the status of their tickets. On the other hand, the admin can create and assign agents for each customer's tickets. The email notification will be sent to the customer after their tickets are verified and solved by the agents.