
CUSTOMER CARE REGISTRY

PROBLEM STATEMENTS AND DEFINITIONS

TEAM DETAILS:

Team No : PNT2022TMID10783
College Name : IFET College of Engineering
Department : Electronic and communication Engineering

TEAM MEMBERS:

- **R. SHAFFERIYASUDHEEN**
- **S. SHARMA**
- **GORLA PENCHALA NARASIMHA**
- **SRI VENKATESH.K**

PROJECT DESIGN PHASE - II

DATE	13 November 2022
TEAM ID	PNT2022TMID10783
PROJECT NAME	CUSTOMER CARE REGISTRY
MAXIMUM MARKS	2 Marks

Problem Statement

A problem statement is a concise description of the problem or issues a project seeks to address. The problem statement identifies the current state, the desired future state and any gaps between the two. A problem statement is an important communication tool that can help ensure everyone working on a project knows what the problem they need to address is and why the project is important

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Problem Statement

Website isn't showing and responsive:

QUESTION	DESCRIPTIONS
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

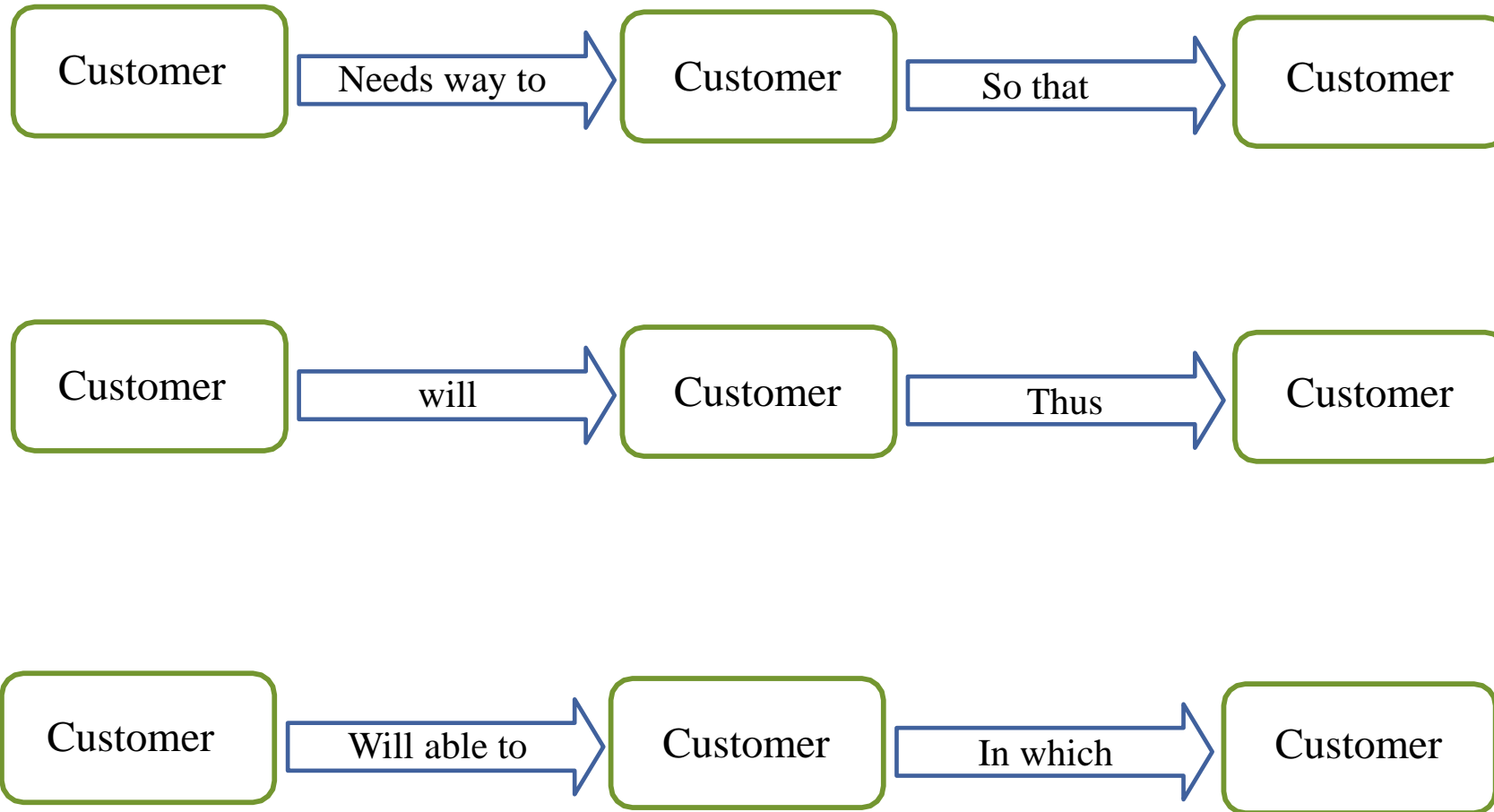
Problem Statement

Issues in Data utilization:

QUESTION	DESCRIPTIONS
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

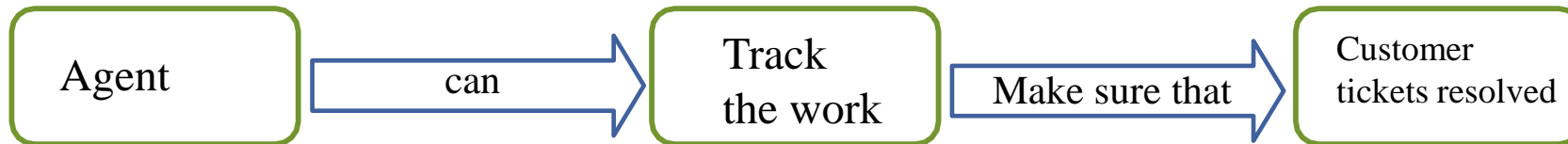
Problem Statement

Customer:



Problem Statement

Agent



Problem Statement

Admin:





*Thank
You!*