

# CUSTOMER CARE REGISTRY



PROBLEM STATEMENT AND DEFINITIONS

## TEAM DETAILS

Team ID : PNT2022TMID10750

College : IFET college of engineering

Department : ECE

## MEMBERS

- ✓ Blessed raj P
- ✓ Hariprasath G
- ✓ Anbarasu T
- ✓ Manikandan B

# Project Phase 1

## PROBLEM STATEMENT AND DEFINITIONS

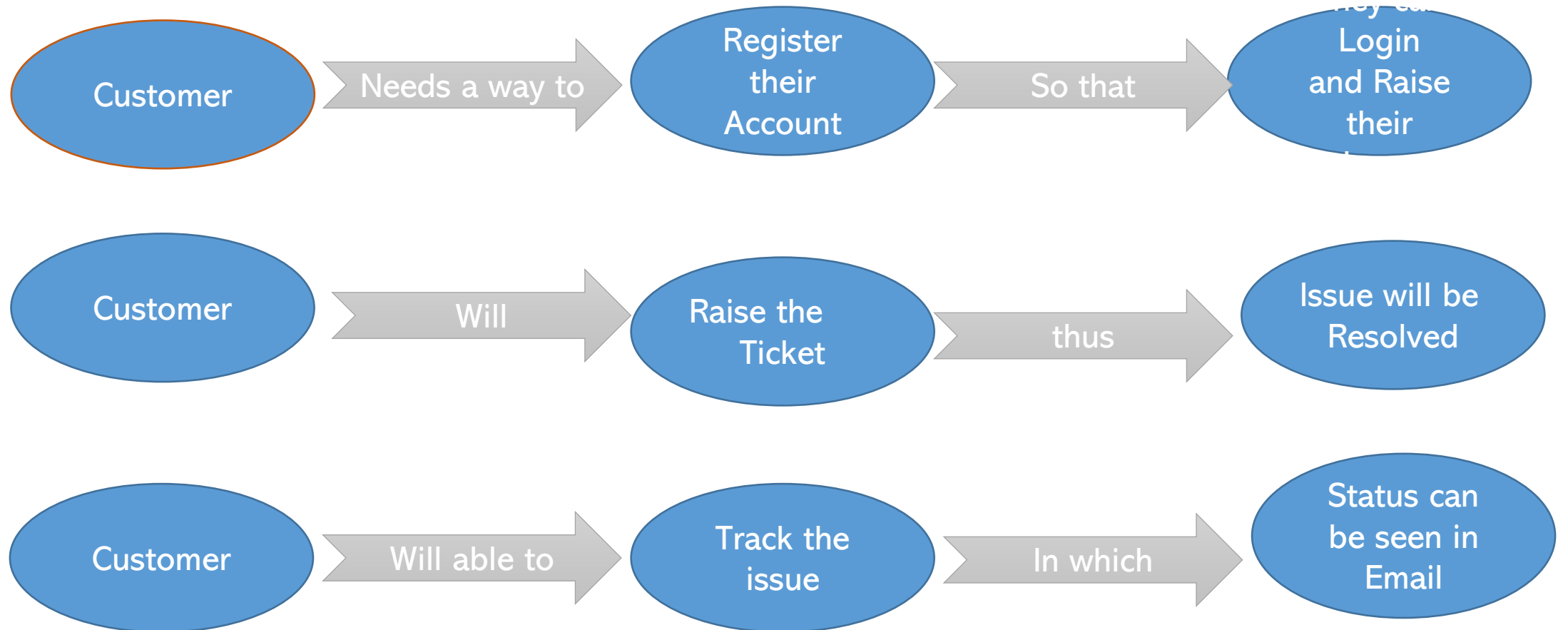
DATE	11.11.2022
TEAM ID	PNT2022TMID10750
PROJECT TITLE	CUSTOMER CARE REGISTRY
MAXIMUM MARKS	

# PROBLEM STATEMENT :

The issue or challenges that a project intends to address are succinctly described in a problem statement. The issue statement outlines the planned future state, the existing state, and any gaps that exist between the two. An effective problem statement may ensure that everyone working on a project is aware of the issue they must solve and the significance of the endeavor.

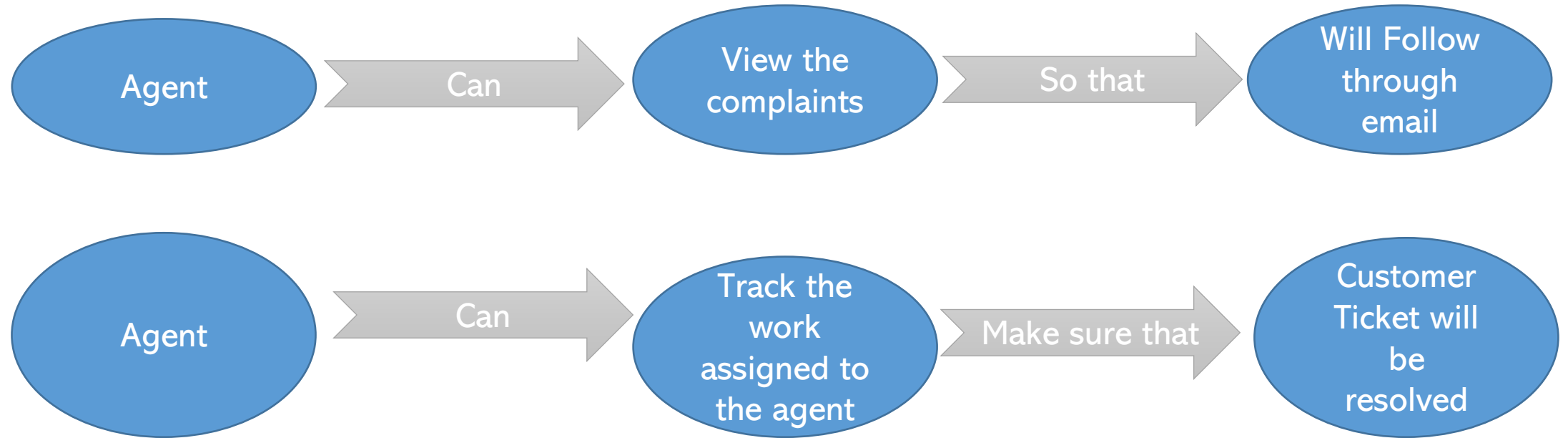
# PROBLEM STATEMENTS

CUSTOMER :



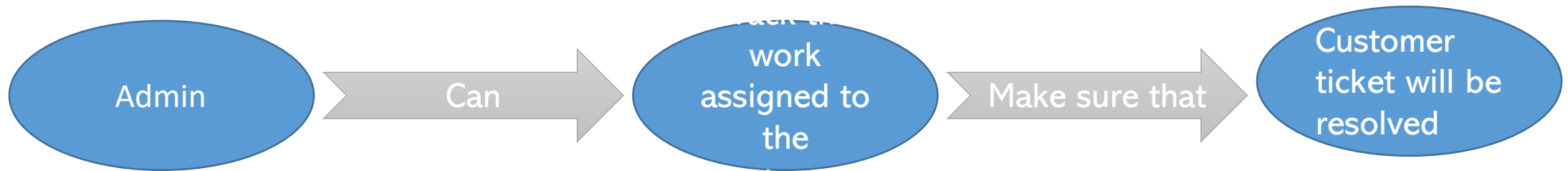
## PROBLEM STATEMENTS

AGENT:



# PROBLEM STATEMENTS

Admin:



# PROBLEM DEFINITIONS

## Website isn't Showing or Running

QUESTION	DESCRIPTIONS
Why this happens?	When the web browser is not compatible, this problem frequently arises.
Who does the problem affect?	both the user and other website visitors
What is the issue?	The incompatibility of the Browser may be a factor in this problem.
What is the solution?	to determine and download the Website's compatible version



# PROBLEM DEFINITIONS

## Over Data Utilization on connecting to Desktop

QUESTION	DESCRIPTIONS
Why this happens?	The reason for this is because Windows Update is running in the background.
Who does the problem affect?	both the user and any users currently logged in 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 DEFINITIONS

Customer wants to fix a blue screen of death?

QUESTION	DESCRIPTIONS
Who does the Problem Affect?	Customer who use the particular thing
What are the boundaries of the problem?	Customer who use the thing for their personal work, office work etc
What is the issue?	Failure of Hardware or driver sometimes it may be 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 to do 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

# PROBLEM DEFINITIONS

Customer wants to fix the Payment issue?

QUESTION	DESCRIPTIONS
Who does the Problem Affect?	Customer who use 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

Thank You

