

CUSTOMER CARE REGISTRY

PROBLEM
STATEMENT AND
DEFINITIONS

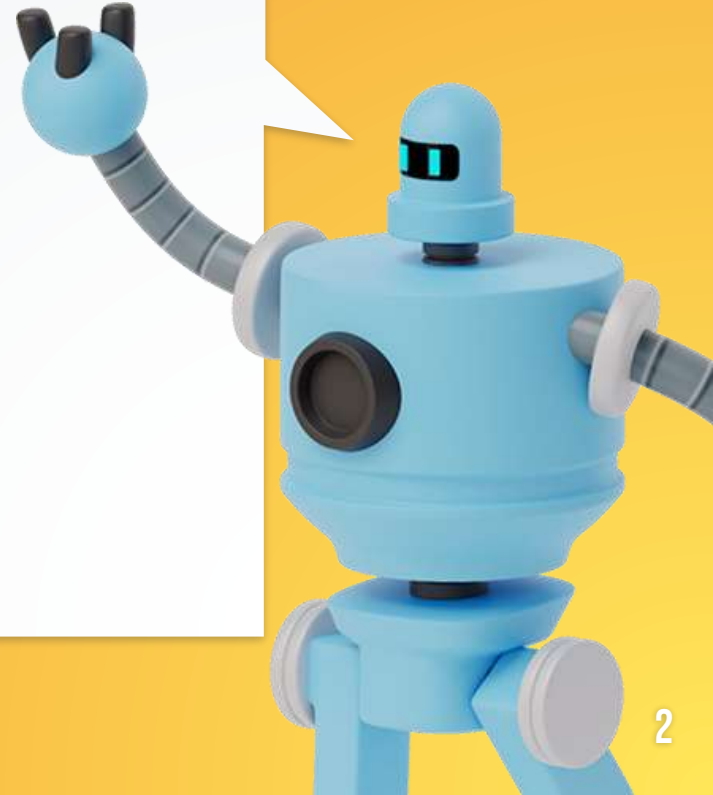


TEAM DETAILS

- Team No : PNT2022TMID10794
- College Name: IFET College of Engineering
- Department : Electronic and communication Engineering

TEAM MEMBERS

- VIGNESH D
- YOGIRAMAN S
- VIJAY K
- HARSHAD SAI VENKAT
- UDHAYANITHI



PROJECT DESIGN PHASE - 2

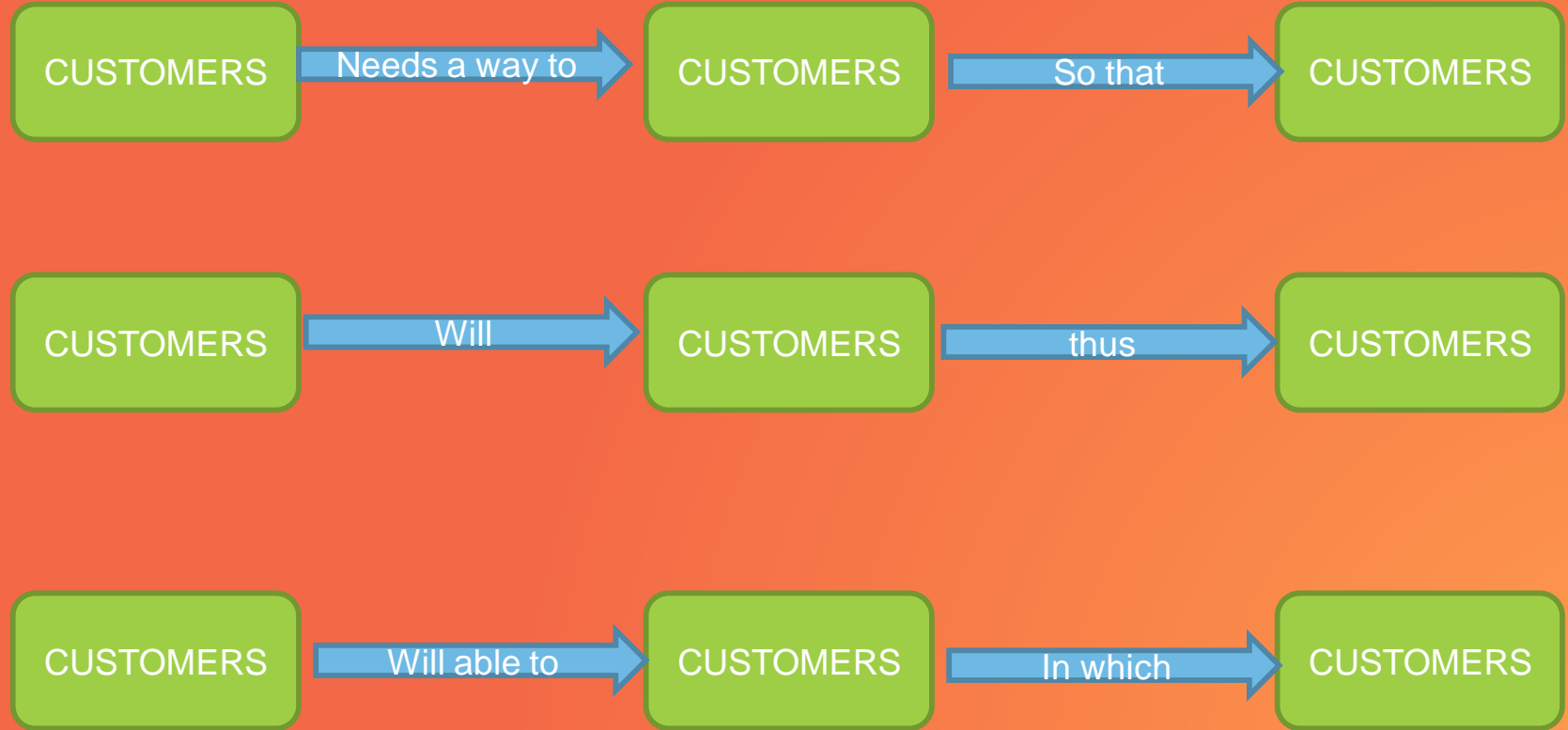
Brain Storming and Idea Priortization

TEAM ID	PNT2022TMID10794
PROJECT NAME	CUSTOMER CARE REGISTRY
MAXIMUM MARKS	2 Marks

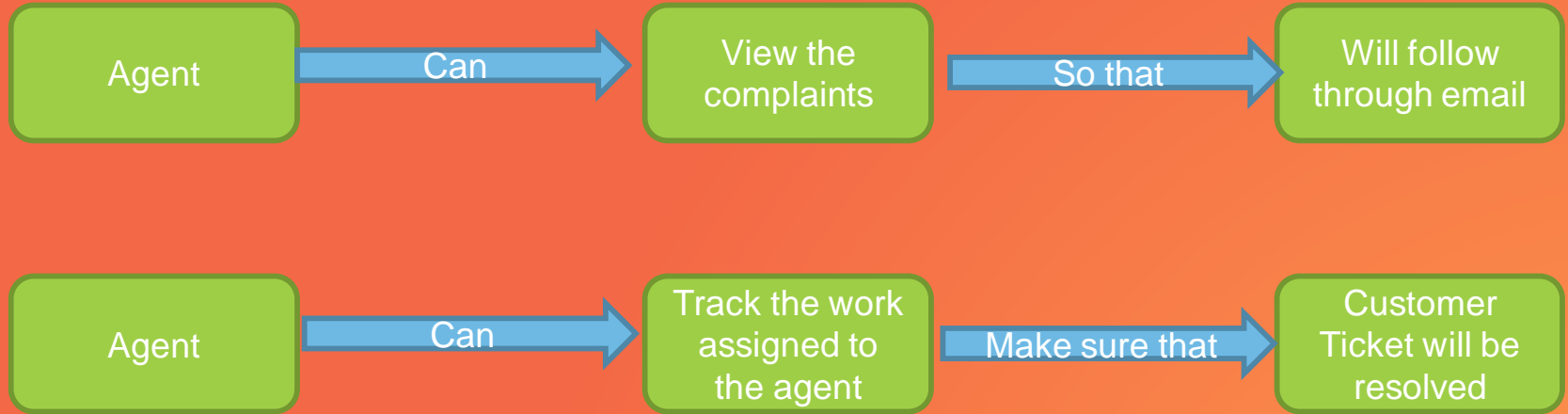
PROBLEM STATEMENT

- 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.

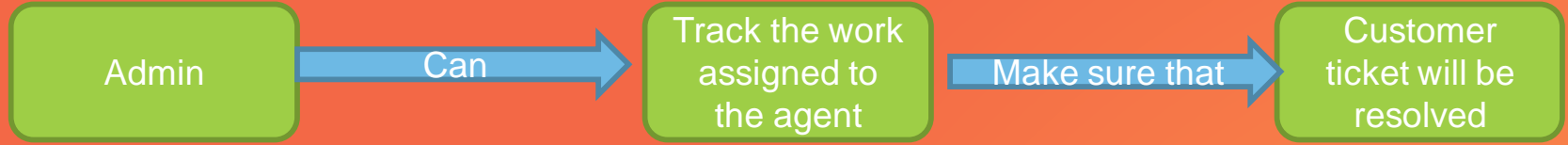
PROBLEM STATEMENTS : CUSTOMER



PROBLEM STATEMENTS : AGENT



PROBLEM STATEMENTS : AGENT



Website isn't Showing or Running

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

Over Data Utilization on connecting to Desktop

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

THANK
YOU