

## **PROBLEM STATEMENT**

The user is a customer who need a problem solving system because they need a solution for the problem that they are faced in their real time and also get a best services, So the customer care registry system must be developed.

Who does the problem affects?	Customers, Agents
What are the boundaries of the problem?	IT Sectors, Ticket reservations, Online exams, e-Commerce websites
What is the issue?	Understanding customer expectations, Customer demands something you cannot do, Handling angry customers, Inconsistence complaint handling, Customer request a feature you want to build.
When does the issue occurring?	Not knowing answer to a questions, When the customer needs does not satisfied, Transferring customer calls, Not having right tools, Customer service workflows aren't aligned with customer journey.
Where is the issue occurring?	The issues occurring in IT sectors, e-commerce websites.
Why is it important that we fix the problem?	By solving the issue, listening to the customers queries and shown genuine empathy.