

IBM PROJECT



# CUSTOMER CARE REGISTRY

PROBLEM STATEMENT AND DEFINITIONS



# AGENDA

- Introduction
- Team Details
- Problem Statement & Definitions
- Conclusion



# INTRODUCTION

An online comprehensive Customer Care Solution is to manage their customer interaction and complaints with the Service Providers over phone or through messages and e-mail. The system should have capability to integrate with any Service Provider from any domain or industry like Banking, Telecom, Insurance, etc.



# TEAM DETAILS

Team No: PNT2022TMID02887

College Name: SRI KRISHNA COLLEGE OF  
ENGINEERING AND TECHNOLOGY

Department: INFORAMTION TECHNOLOGY



## TEAM MEMBERS:

DEENA THAYALAN S

CHUJEETHA R

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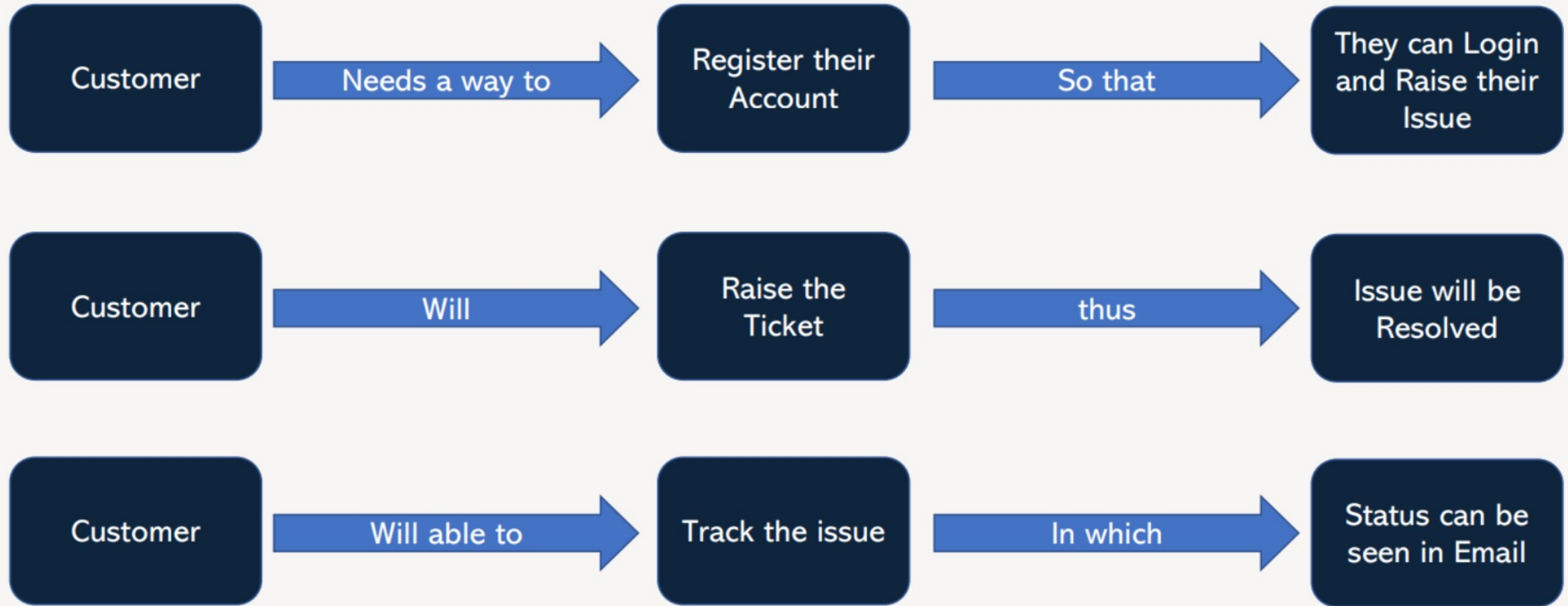
CHANDRU S

# PROBLEM STATEMENT

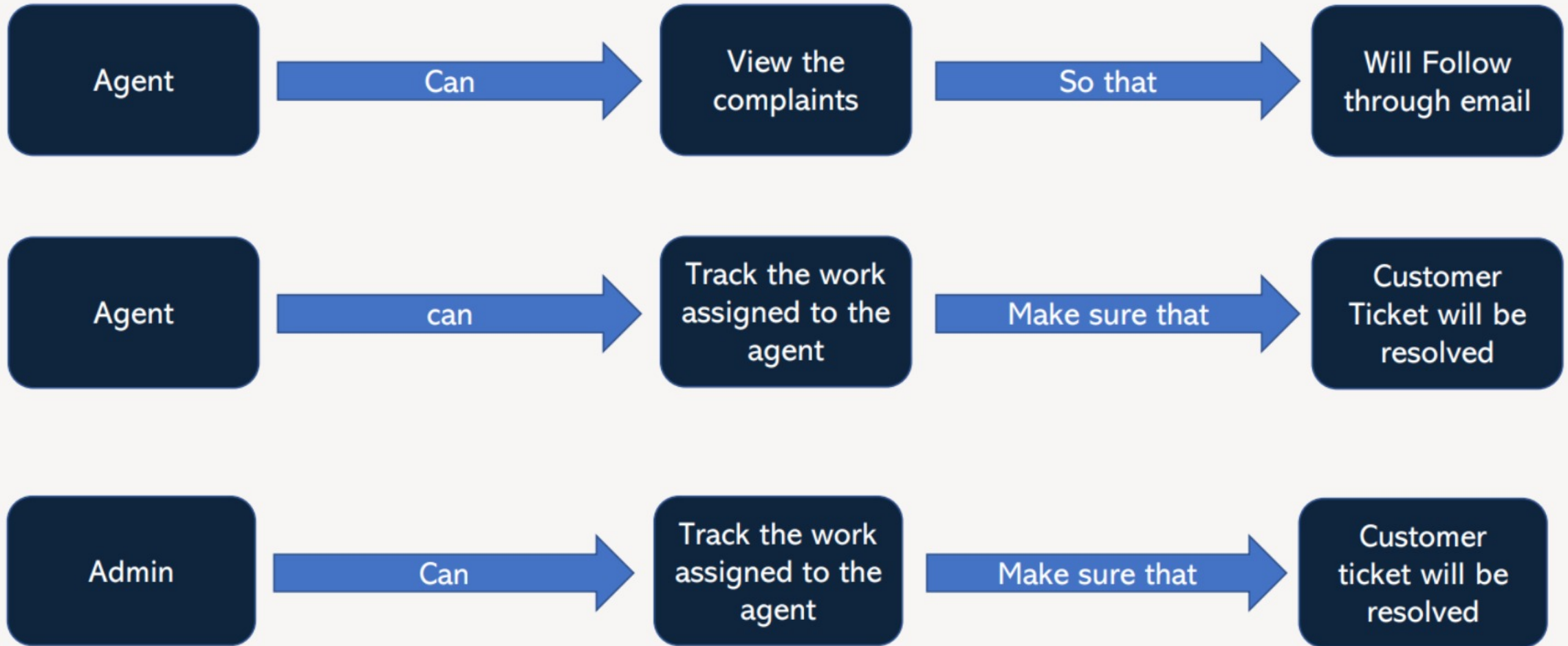
A problem statement is a concise description of the problem or issues a project seeks to address. The problem statement identifies the current state, the desired future state and any gaps between the two. A problem statement is an important communication tool that can help ensure everyone working on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



## PROBLEM STATEMENTS CUSTOMER



## PROBLEM STATEMENTS AGENT & ADMIN



# PROBLEM DEFINITIONS

## 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



# 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

# PROBLEM DEFINITIONS

## 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

# 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





**THANK YOU**