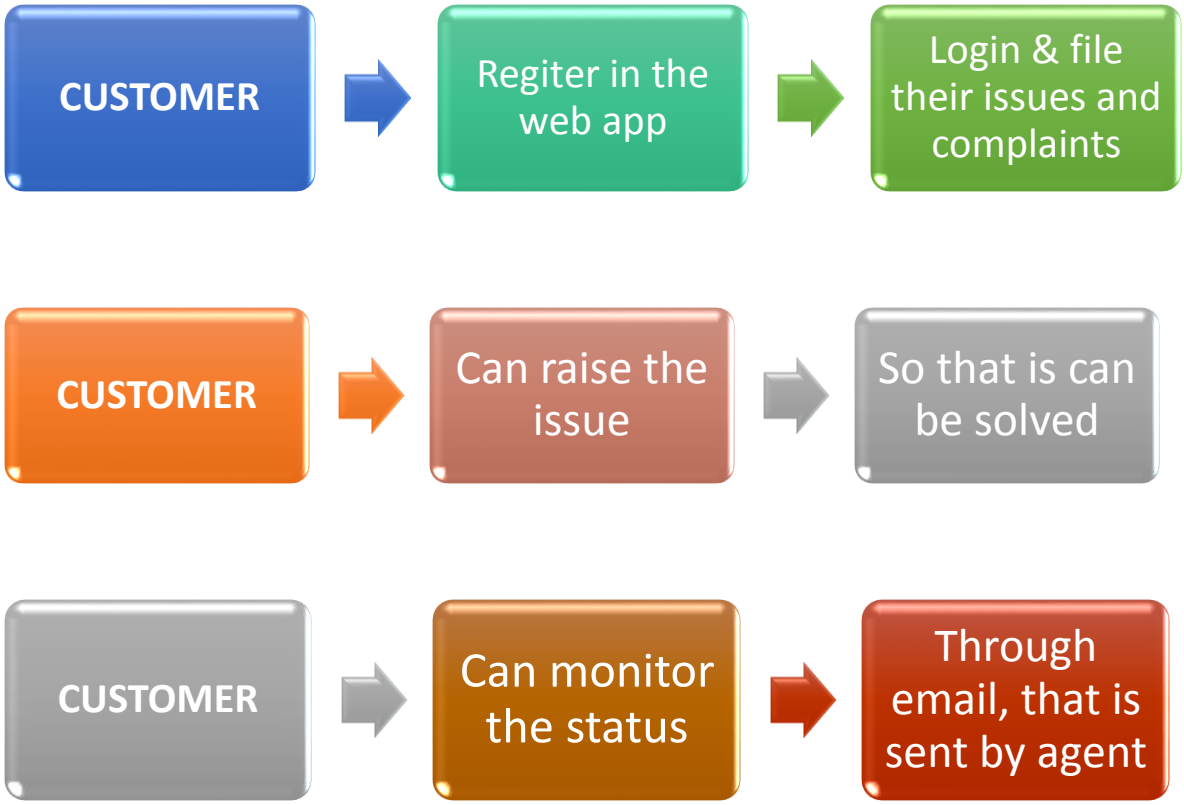
IDEATION PHASE
Problem Statement

Team ID	PNT2022TMID04475
Project Name	Customer Care Registry

PROBLEM STATEMENT:

A problem statement is a clear and concise description of the problem or issue a team aims to address in a project. It identifies a problem's current state, desired future state, and the gaps that lie between the two. It doesn't define the solution to the problem or provide a road map for solving the problem; it only gives an outline of what the problem is.

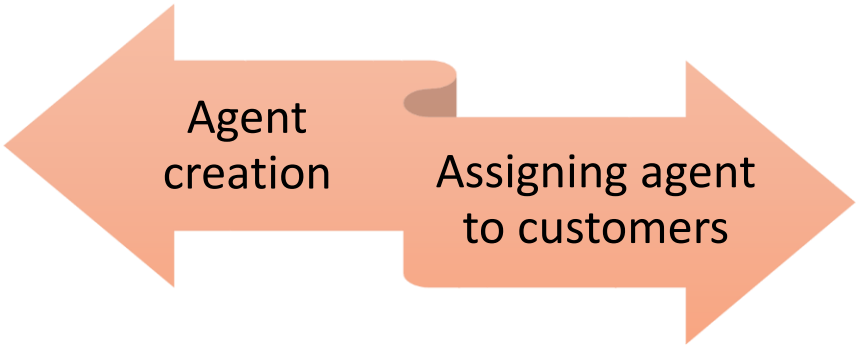
CUSTOMER



AGENT

AGENT
Assigned with issues given by customers
Notify customers through email

ADMIN


Agent creation
Assigning agent to customers