

CUSTOMER CARE REGISTRY

PROBLEM STATEMENT

TEAM DETAILS:

Team No : **PNT2022TMID21136**

College Name : Sri Shakthi Institute of Engineering and Technology

Department : Information Technology

PROJECT MEMBERS :

- AKILESWARAN G
- AJITH P
- DURAI MURUGAN R
- JEYANDRA M

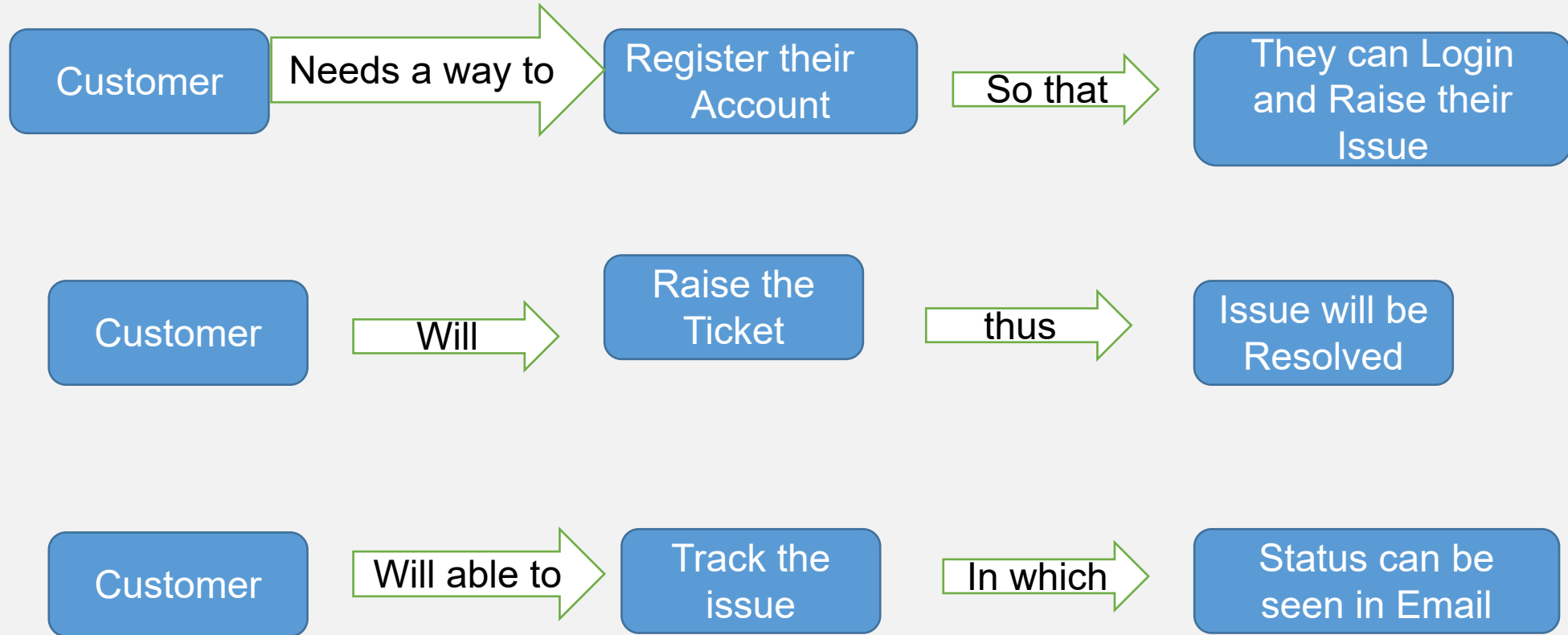


PROBLEM STATEMENT

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

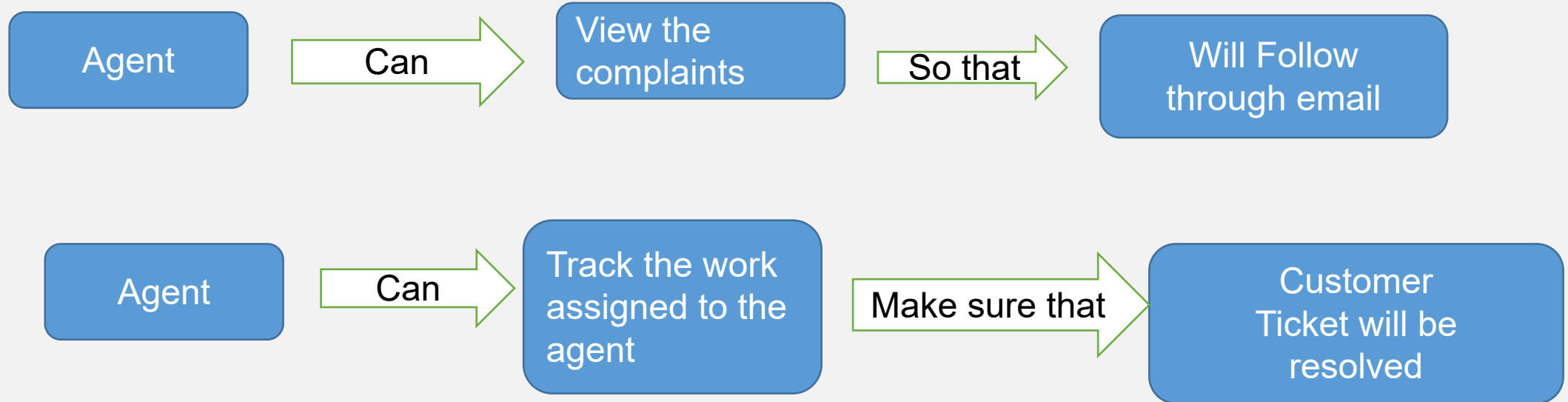
PROBLEM STATEMENTS

CUSTOMER:



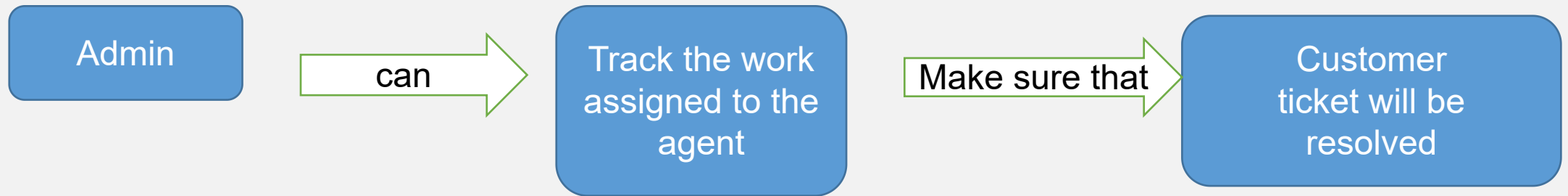
PROBLEM STATEMENTS

AGENT:



PROBLEM STATEMENTS

AGENT:



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 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
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

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

Thank
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