

## **Ideation Phase**

### **Define the Problem Statements**

Team ID	PNT2022TMID11639
Project Name	Project - Customer Care Registry
Maximum Marks	2 Marks

### **Problem Statement**

Customer service is the support that organizations offer to customers before and after purchasing a product or service. In customer service, the organization's representative values both potential and existing customers equally. Customer service representatives are the main line of contact between an organization and its customers. Hence customer care registry is created to fulfill customer needs .

The goal of customer support teams is to have customers leave their interactions with answers, solutions and overall positive experiences.

### **Defining the problem :**

<b>Website isn't Showing or Running</b>	
<b>Why this happens?</b>	This issue often happens when the Web Browser is not compatible.
<b>Who does the problem affect?</b>	The user and the users who are using the Website

<b>What is the issue?</b>	This issue can be related to the incompatibility of the Browser
<b>What is the solution?</b>	To check and download the compatible version of the Website

<b>Over Data Utilization on connecting to Desktop</b>	
<b>Why this happens?</b>	This happens because the background windows update process is on.
<b>Who does the problem affect?</b>	The user and the users who are connected to the Desktop.
<b>What is the issue?</b>	This issue is over utilization of mobile data over connecting to the Desktop
<b>What is the solution?</b>	This issue can be solved by disabling the windows update option in settings

<b>Customer takes care of blue screen death</b>
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<b>Who does the Problem Affect?</b>	Customer who use the particular thing
<b>What are the boundaries of the problem?</b>	Customer who use the thing for their personal work, office work etc
<b>What is the issue?</b>	Failure of Hardware or driver sometimes it may be in software too
<b>When does the issue occur?</b>	It frequently occurs after the customer installed new drivers or new piece of software
<b>Where does the issue occur?</b>	It often lies in the Hardware or one of the drivers
<b>Why is it important that we fix the problem?</b>	It is necessary to run the computer or Laptop to do their task or work in order to complete it.
<b>What solution to solve this issue?</b>	A quick reboot is sometimes enough to solve the problem
<b>What methodology used to solve the issue?</b>	By means of troubleshoot the process or resetting of the software and hardware

<b>Customer wants to fix the Payment issue?</b>	
<b>Who does the Problem Affect?</b>	Customer who use the particular thing
<b>What is the solution to solve this issue temporarily?</b>	Check payment method is up to date or Try another payment method

<b>How the issue occurs?</b>	Customer who has entered incorrect card information, payment gateway, or the bank institution issue
<b>When does the issue occur?</b>	It occurs when there is insufficient balance in bank account
<b>Why is it important that we fix the problem?</b>	For the welfare of the customer needs