

CUSTOMER CARE REGISTRY

PROBLEM STATEMENT AND DEFINITIONS



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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.

CUSTOMER

Customer

Needs a way to

Register their
Account

So that

They can Login
and Raise their
Issue

Customer

Will

Raise the
Ticket

thus

Issue will be
Resolved

Customer

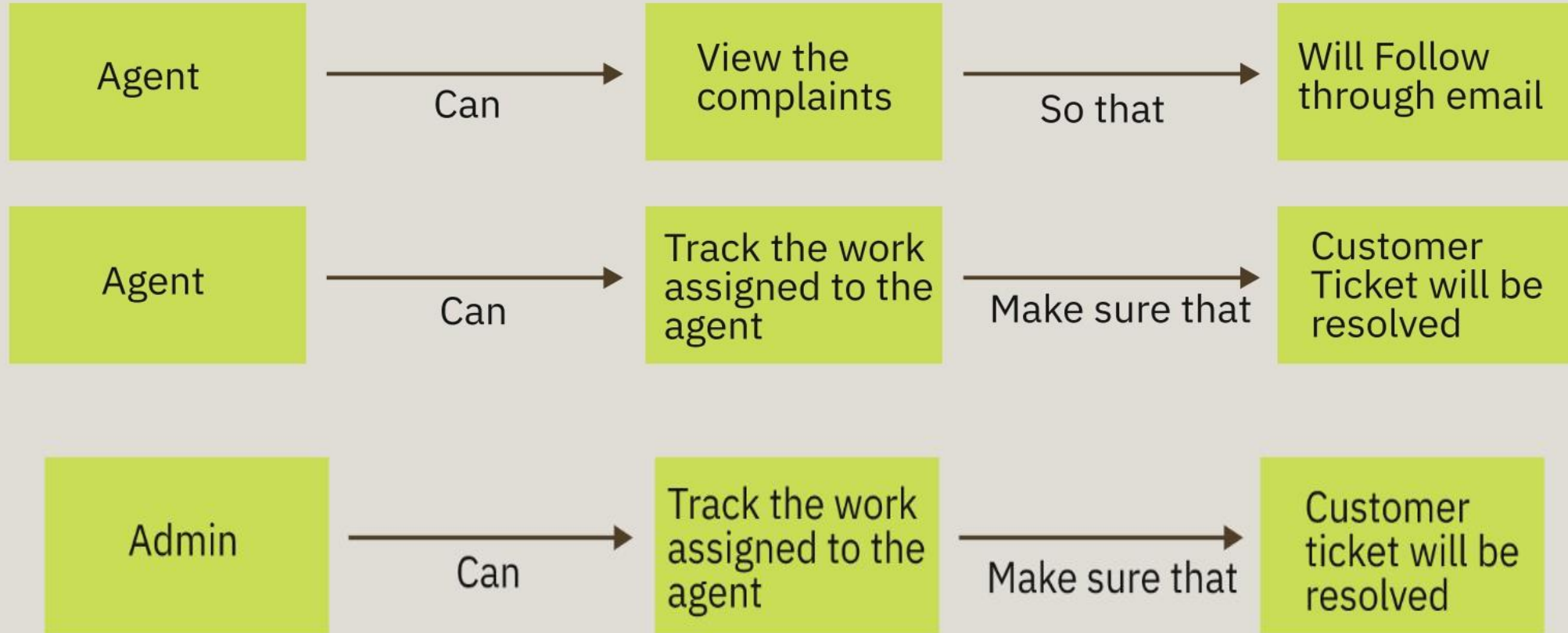
Will able to

Track the issue

In which

Status can be
seen in Email

AGENT



Thank you !

