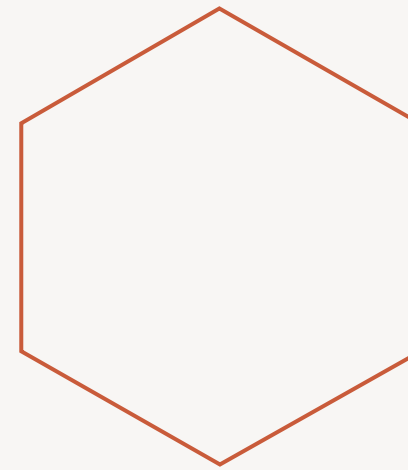


# CUSTOMER CARE REGISTRY

PROBLEM STATEMENT AND DEFINITIONS





## TEAM DETAILS:

**Team No** : PNT2022TMID10085  
**College Name** : HINDUSTHAN COLLEGE OF  
ENGINEERING AND TECHNOLOGY  
**Department** : Computer Science & Engineering



# TEAM MEMBERS

**YOGESHWARAN  
SUDHARSAN  
TEAM LEADER**

**RAAVI NATHAN  
KUMAR  
TEAM MEMBER**

**SRI  
ARAVINDAN V  
TEAM MEMBER**

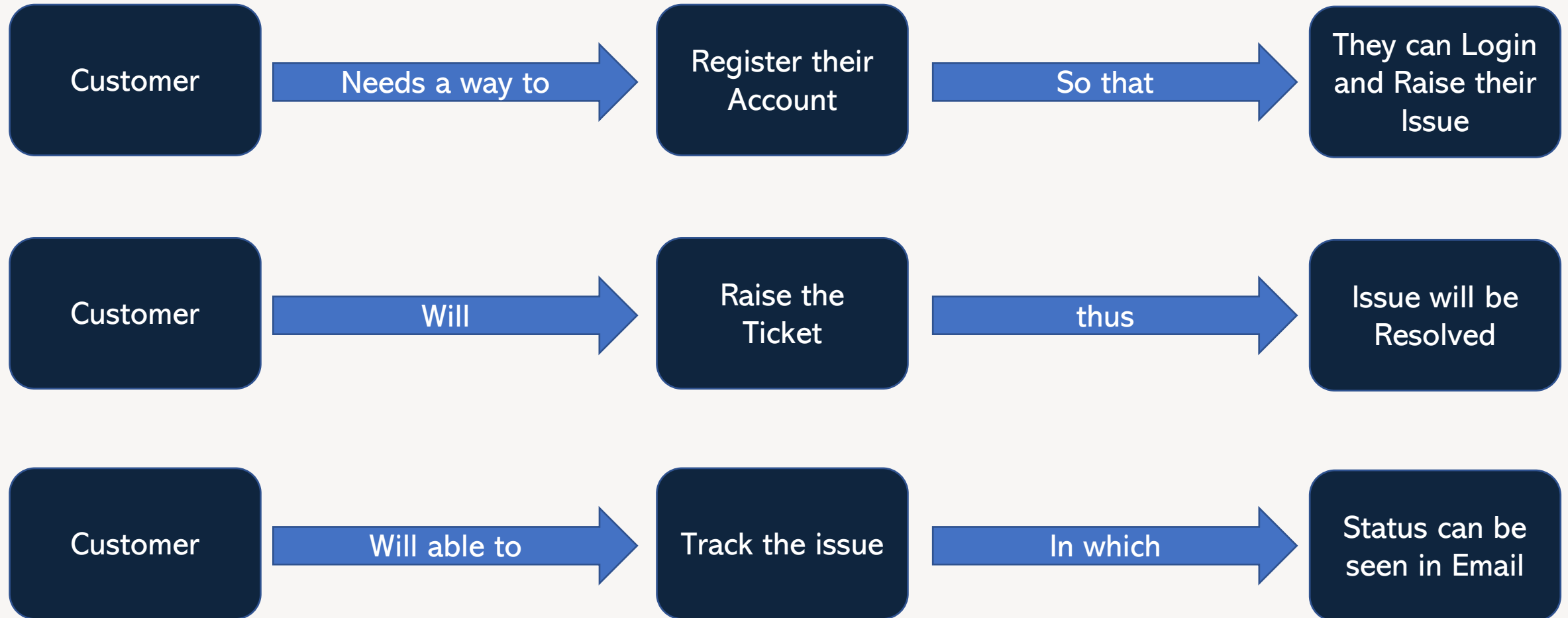
**VISAKAN V P  
TEAM MEMBER**

# 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.

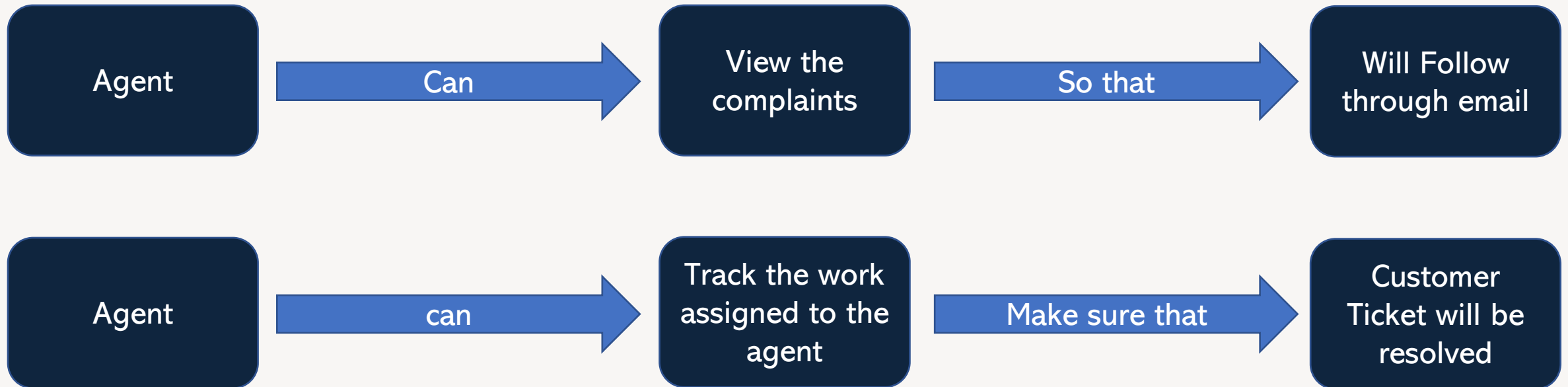
# PROBLEM STATEMENTS

## CUSTOMER :



# PROBLEM STATEMENTS

## AGENT :



# PROBLEM STATEMENTS

AGENT :



# PROBLEM DEFINITIONS

## Website isn't Showing or Running

To define the problem we have to study the existing system ,the problems in the existing system and the needs of the system. After this we will explain the proposed system. Following Points Are defined for the definition of problem: The package that I designed can handle the Complaints details without any difficulty & with a little bit of effort. As the work is one manually before, so it will be very time consuming & required a large efforts to maintain the files. By computerizing the system these files can be handled with a small effort & in less time.



# PROBLEM DEFINITIONS

## Over Data Utilization on connecting to Desktop



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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

The chances of duplicity of complaints are negligible. The Customer Complaint Report can be generated easily by getting the information without any problem from all the related files. The package is designed by using GUI concept there for it is very user friendly & easy to use.

A top-down view of a clean, white desk. In the top left, there is a small potted plant with green, rounded leaves. Next to it is a round, silver-colored tin divided into sections, containing various small items like pushpins and paper clips. In the top right, a silver computer keyboard is partially visible. To its right is a white, sleek computer mouse. In the bottom left, a clipboard with a white sheet of paper and a silver pen is visible. At the bottom center, a person's hand is resting on the desk surface. A large, solid blue rectangle is centered on the desk, containing the text "Thank you!" and a small white arrow pointing to the right.

# Thank you!

