

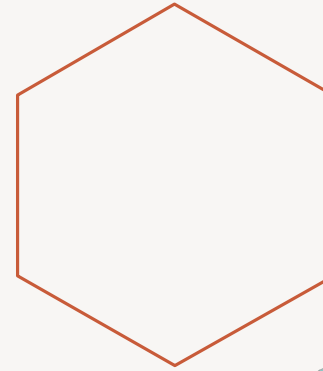
CUSTOMER CARE REGISTRY

PROBLEM STATEMENT AND DEFINITIONS



TEAM DETAILS:

Team No : PNT2022TMID54175
College Name : Velalar College of Engineering
and Technology
Department : Information Tecchnology



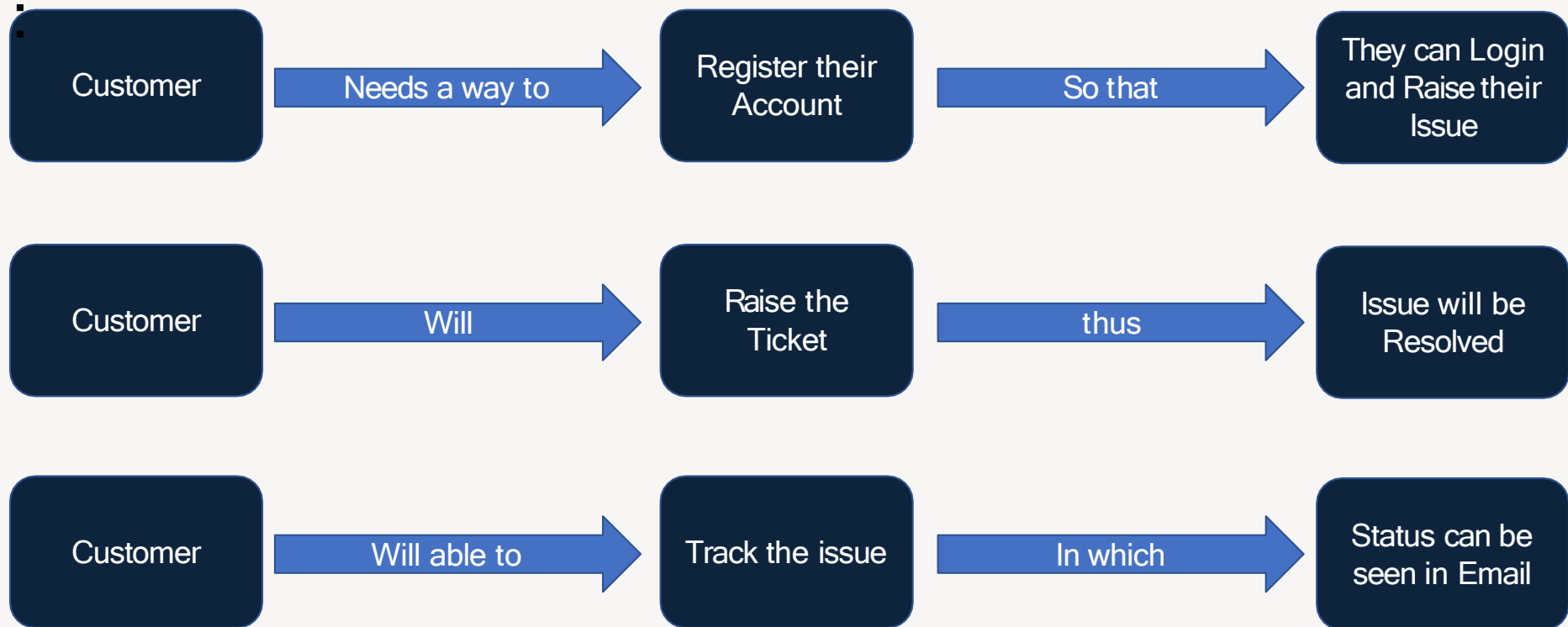
PROBLEM STATEMENT :

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.



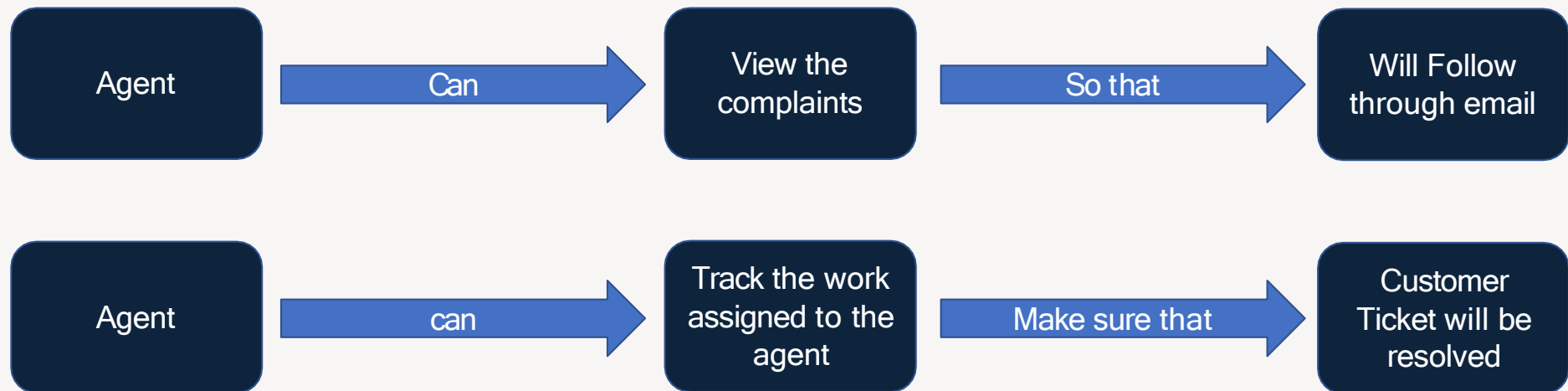
PROBLEM STATEMENTS

CUSTOMER



PROBLEM STATEMENTS

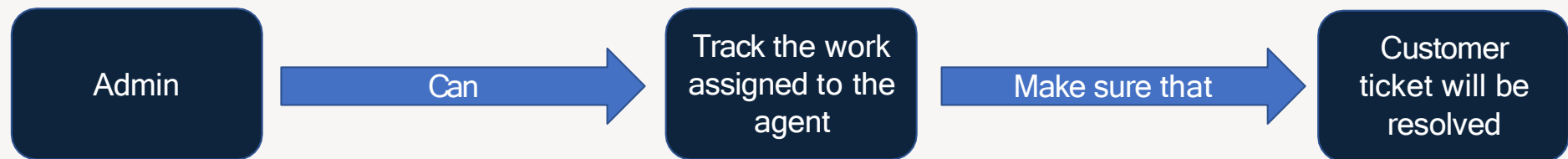
AGENT :



PROBLEM STATEMENTS

AGENT

:



PROBLEM DEFINITIONS

Website isn't Showing or Running



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| 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

Over Data Utilization on connecting to Desktop

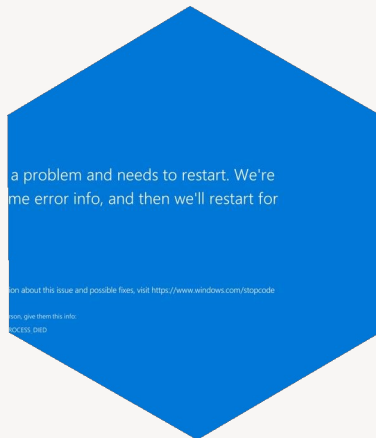


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| QUESTION | DESCRIPTIONS |
|------------------------------|--|
| Why this happens? | This happens because the background windows update process is on. |
| Who does the problem affect? | The user and the users who are connected to the Desktop. |
| 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

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 |
| Where does the issue occur? | It often lies in the Hardware or one of the drivers |
| 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 |
| What methodology used to solve the issue? | By means of troubleshoot the process or resetting of the software and hardware |

PROBLEM DEFINITION

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 |
| Why is it important that we fix the problem? | For the welfare of the customer needs |



Thank you