

Ideation Phase

Define the Problem Statements

Date	06 October 2022
Team ID	PNT2022TMID46372
Project Name	Project – Customer Care Registry
Maximum Marks	2 Marks

Customer Problem Statement :

Customer care registry provides efficient support to the customers in solving their problems or queries. When a customer has a simple query and does not like to spend much time researching or contacting a customer service for it, the customer care registry helps them in providing answers for the frequently asked questions. When a customer buys things online, the customer care registry makes the customer feel comfortable and provides satisfaction.

This Application has been developed to help the customer in processing their complaints. The customers can raise the ticket with a detailed description of the issue. An Agent will be assigned to the Customer to solve the problem. Whenever the agent is assigned to a customer they will be notified with an email alert. Customers can view the status of the ticket till the service is provided.

Example:



Problem Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	Customer	Register a Complaint	Limited Service	Minimum number of Agent	Frustrated