



CUSTOMER CARE REGISTRY

PROBLEM SOLUTION FIT



TEAM INFO

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DEPARTMENT: COMPUTER SCIENCE AND ENGINEERING



PROBLEM STATEMENT

Website shows some errors :

QUESTIONS	DESCRIPTION
Why this happen?	When the web browser is not compatible, this problem typically arises.
Who does the problem affect?	The User those who are using the specific website
What is the issue?	This problem may be connected to the compatibility issues with the browser
What is the solution	To check and download the compatible



PROBLEM STATEMENT

Over Data Utilization on connecting to Desktop:

QUESTIONS	DESCRIPTION
Why this happen?	This happens because in background windows would be update .
Who does the problem affect?	The User those who are connected through the desktop
What is the issue?	This issue is over utilization of data over connecting to the Desktop.
What is the solution	It can be solved by disabling the windows update option in settings



PROBLEM STATEMENT

Login problem:

QUESTIONS	DESCRIPTION
Why this happen?	This happens when they forget their username or password.
Who does the problem affect?	The User those who are using the specific website.
What is the issue?	This issue is unable to access their account and raise their compliant through the ticket.
What is the solution	It can be solved by reset the password or note down the password

SELECT DEPT_ID, MAX(SALARY) FROM department GROUP BY DEPT_ID;

Output:

PROBLEM STATEMENT

Ticket not generated:

QUESTIONS	DESCRIPTION
Why this happen?	This happens when two or more User can access at the same time.
Who does the problem affect?	The User those who are using the specific website.
What is the issue?	At last the ticket does not generate to the user.
What is the solution	At this time the user should refreash the page for receiving the ticket

SELECT DEPT_ID, MAX(SALARY) FROM department GROUP BY DEPT_ID;

Output:

PROBLEM STATEMENT

Failure of tracking system:

QUESTIONS	DESCRIPTION
Why this happen?	This occurs when the user has network issues.
Who does the problem affect?	The User those who are using the specific website.
What is the issue?	The user can't able to check the status of the Query issued.
What is the solution	The user has to login after few minutes.