

## Ideation Phase

### Define the Problem Statements

Date	03 October 2022
Team ID	PNT2022MID3402
Project Name	Project -Customer care registry
Maximum Marks	4 Marks

#### Problem Statement

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.

#### Defining the problem :

A Customer has encountered a problem when they apply for a ticket they need to recover a solution or result .

So the customer will contact customer care to raise this issue. After the customer complaint, the company could identify that problem and solve this issue.

Now the company wants to avoid these kinds of problems and technical issues So the company needs customer satisfaction.

This customer care registry helps to solve the issues and find customer satisfaction.

### **1)Website isn't Showing or Running**

<b>Why does this happen?</b>	This issue often happens when the Web Browser is not compatible.
<b>Who does the problem affect?</b>	The user and the users who are using theWebsite
<b>What is the issue?</b>	This issue can be related to the incompatibility of the Browser
<b>What is the solution?</b>	To check and download the compatible version of the Website

### **2)OverDataUtilizationon connecting to Desktop**

<b>Why does this happen?</b>	This happens because the background windows update process is on
<b>Who does the problem affect?</b>	The user and the users who are connected to the Desktop.
<b>What is the issue?</b>	This issue is over utilization of mobile data over connecting to the Desktop
<b>What is the solution?</b>	This issue can be solved by disabling the windows update option in settings

### **3)Customer wants to fix a blue screen of death?**

<b>Who does the Problem Affect?</b>	Customer who use the particular thing
<b>What are the boundaries of the problem?</b>	Customer who use the thing for their personal work, office work etc
<b>What is the issue?</b>	Failure of Hardware or driver sometimes it maybe in software too

<b>When does the issue occur?</b>	It frequently occurs after the customer installed new drivers or new piece of software
<b>Where does the issue occur?</b>	It often lies in the Hardware or one of the drivers
<b>Why is it important that we fix the problem?</b>	It is necessary to run the computer or Laptop to do their task or work in order to complete it.
<b>What solution to solve this issue?</b>	A quick reboot is sometimes enough to solve the problem
<b>What methodology used to solve the issue</b>	By means of troubleshoot the process or resetting of the software and hardware