Ideation Phase
Define the Problem Statements

Date	24 September 2022
Team ID	PNT2022TMID48546
Project Name	Customer Care Registry
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Team Members	Tamil Selvan M Sumith Ajay S Deepak D
Maximum Marks	2 Marks

Customer Problem Statement Template:

Customer Care Registry provides efficient support to the customers in solving their problems or queries. 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. 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 provide satisfaction.

General FAQ:

Who does the Problem affect and arise?	Customer of any Sectors like Primary Sector, Secondary Sector or Tertiary Sector
What are the Boundaries of the problems?	Customers can raise tickets, get instant responses and solutions, and know the status of their ticket
What is the issue that affected for Customers?	Customers could not get their problems solved on time instances
When does this issue occur?	It occurs predominantly in sectors where customer is a critical resource like E-Commerce sector, Retail Sector etc
How the Issue Occurs?	Customer who has entered incorrect card information, payment gateway or the bank management issue

Why is it important that we fix the problem?	For the welfare of the customer needs and customer satisfaction
What solution to solve this issue?	Web application should be able to provide user-friendliness to customers by helping them raise tickets, track the status, and get instant and proper responses to their queries without any delay
What methodology was used to solve this issue?	Cloud computing technology provides the customers with modern and personalised services

I am	I'm trying to	But	Because	Which makes me feel
CUSTOMER	Comparing and filter the Product Prices	The Product does meet the customer's Expectations	The Quality is Poor	The Customer will have a bad reputation

I am	I'm trying to	But	Because	Which makes me feel
IT Professional	Come to Office by Cab	Cabs aren't available at the scheduled time	Less Cab available	Frustrated

I am	I'm trying to	But	Because	Which makes me feel
Patient	Buy some medicines from pharmaceutical	I don't know from where should I buy it	I don't know where the medicines will be available	Irritated

Problem Statement (PS)	I am	I'm trying to	But	Because	Which makes me feel
PS-1	Customer	Comparing and filter the Product Prices	The Product does meet the customer's Expectations	The Quality is Poor	The Customer will have a bad reputation
PS-2	IT Professional	Come to Office by Cab	Cabs aren't available at the scheduled time	Less Cab available	Frustrated
PS-3	Patient	Buy some medicines from pharmaceutical	I do not know from where should I buy it	I do not know where the medicines will be available	Irritated