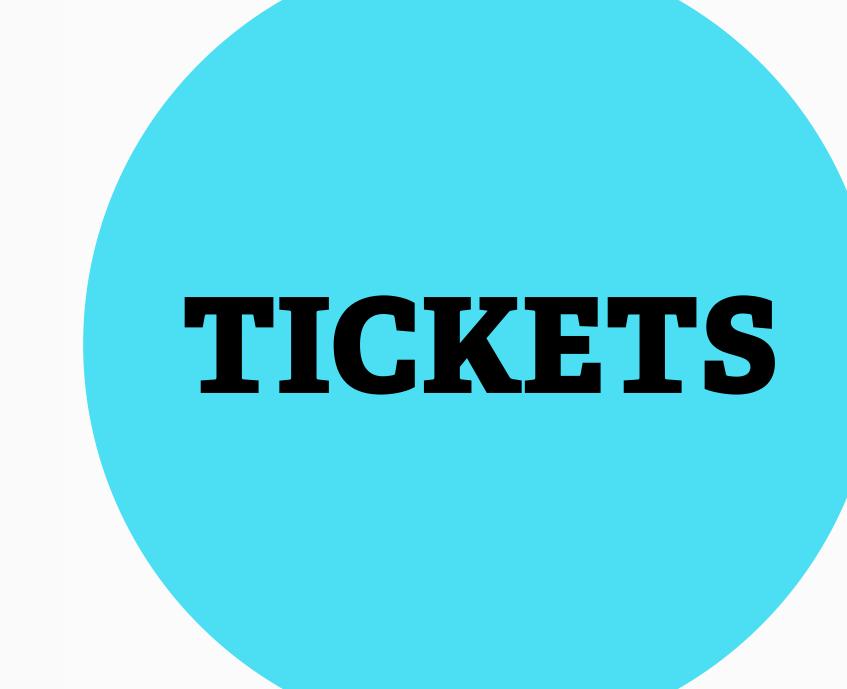
Problem Statement once the team has defined the problem, transfer their output in the text boxes below, they serve as the skeleton of the problem statement.





If the customers have any problems related to their tickets...they can't solve their problems easily

WHAT?

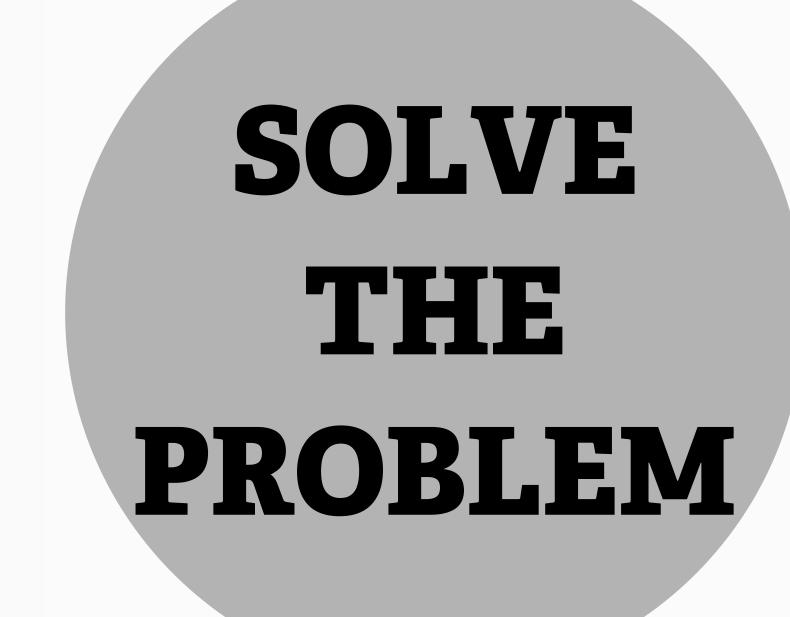


Customer can raise the ticket for their needs

WHERE WHEN?

ONLINE TICKET BOOKING

If the customer have any truble in the ticket booking system



Customer value/benefit

Customer can raise the ticket with detailed description of the issue. They can register and login, they can create complaint of the problem.

HELP THE CUSTOMER

Business value/benefit

The agent is assigned to the customer with an email alert to solve the customer's queries