CUSTOMER CARE REGISTRY

PROBLEM STATEMENT AND

DEFINITIONS

TEAM MEMBERS

Date	28 September 2022
Team ID	PNT2022TMID18160
Project Name	Project – Customer Care Registry
Maximum Marks	2 Marks

TEAM DETAILS:

Team No   :   PNT2022TMID18160
College Name   :   Sns College of Technology
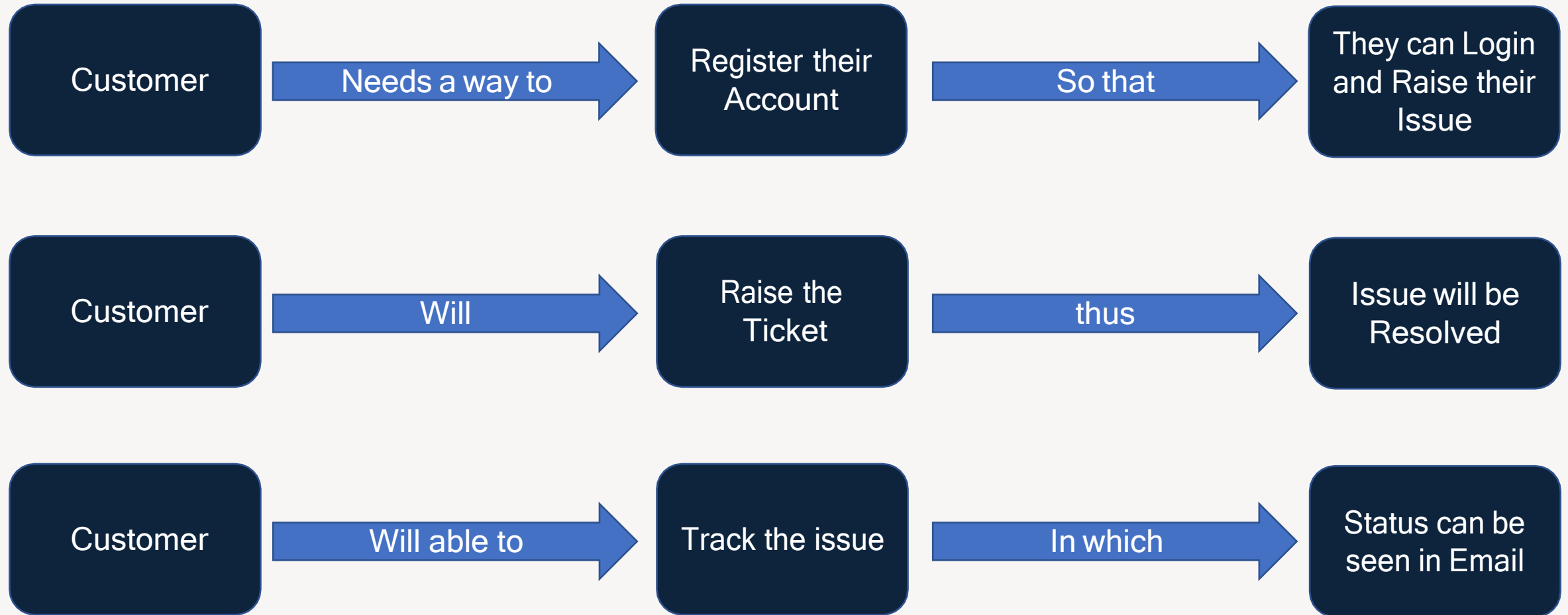Department   :   Information Technology

PROBLEM STATEMENT :

A problem statement is a concise description of the problem or issues a project seeks to address. The problem statement identifies the current state, the desired future state and any gaps between the two. A problem statement is an important communication tool that can help ensure everyone working on a project knows what the problem they need to address is and why the project is important.
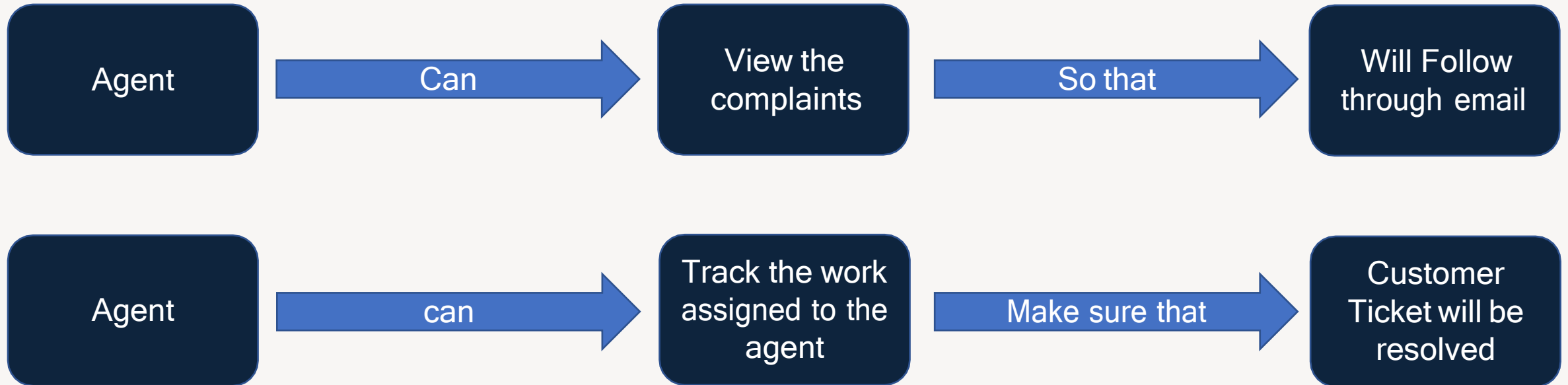
PROBLEM STATEMENTS

CUSTOMER :

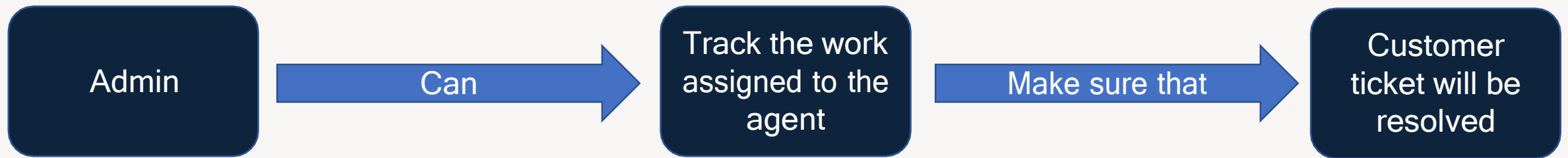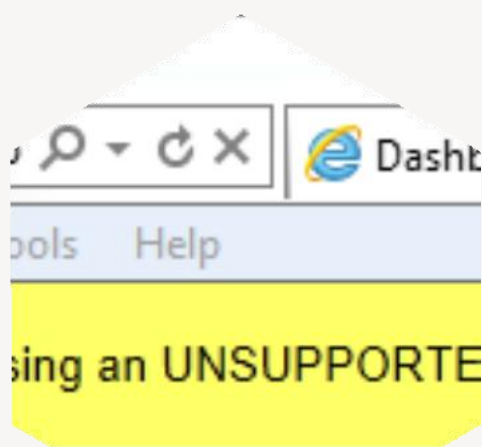| Customer | Needs a way to → | Register their Account | So that → | They can Login and Raise their Issue |

| Customer | Will → | Raise the Ticket | thus → | Issue will be Resolved |

| Customer | Will able to → | Track the issue | In which → | Status can be seen in Email |

PROBLEM STATEMENTS

AGENT :

| Agent | → Can → | View the complaints | → So that → | Will Follow through email |

| Agent | → can → | Track the work assigned to the agent | → Make sure that → | Customer Ticket will be resolved |

PROBLEM STATEMENTS

AGENT :

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Admin  →(Can)→  Track the work assigned to the agent  →(Make sure that)→  Customer ticket will be resolved
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PROBLEM DEFINITIONS

Website isn't Showing or Running

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

PROBLEM DEFINITIONS
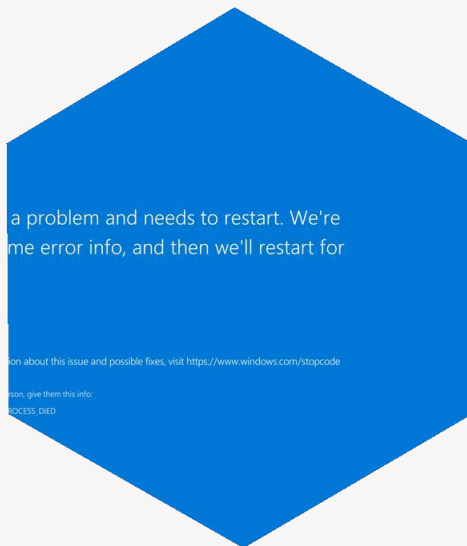
Over Data Utilization on connecting to Desktop

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

PROBLEM DEFINITIONS

Customer wants to fix a blue screen of death?

QUESTION	DESCRIPTIONS
Who does the Problem Affect?	Customer who use the particular thing
What are the boundaries of the problem?	Customer who use the thing for their personal work, office work etc
What is the issue?	Failure of Hardware or driver sometimes it maybe in software too
When does the issue occur?	It frequently occurs after the customer installed new drivers or new piece of software
Where does the issue occur?	It often lies in the Hardware or one of the drivers
Why is it important that we fix the problem?	It is necessary to run the computer or Laptop to do their task or work in order to complete it.
What solution to solve this issue?	A quick reboot is sometimes enough to solve the problem
What methodology used to solve the issue?	By means of troubleshoot the process or

PROBLEM DEFINITION

Customer wants to fix the Payment issue?

QUESTION	DESCRIPTIONS
Who does the Problem Affect?	Customer who use the particular thing
What is the solution to solve this issue temporarily?	Check payment method is up to date or Try another payment method
How the issue occurs?	Customer who has entered incorrect card information, payment gateway, or the bank institution issue
When does the issue occur?	It occurs when there is insufficient balance in bank account
Why is it important that we fix the problem?	For the welfare of the customer needs

Thank you