

## Ideation Phase

### Define the Problem Statements

Date	15 September 2022
Team ID	PNT2022TMID17883
Project Name	Customer Care Registry
Maximum Marks	2 Marks

#### Customer Problem Statement Template:

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 DEFINITIONS:

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

A well-articulated customer problem statement allows you and your team to find the ideal solution for the challenges your customers face. Throughout the process, you'll also be able to empathize with your customers, which helps you better understand how they perceive your product or service.

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

<b>Problem Statement (PS)</b>	<b>I am</b>	<b>I'm trying to</b>	<b>But</b>	<b>Because</b>	<b>Which makes me feel</b>
PS-1	<b>Customer</b>	Trying to resolve the issue	The problem statement is hard to understand	There is no clear explanation about the project	Anxious to resolve the issue
PS-2	<b>Customer</b>	Get a quick response	The process has many gear	Problem need to be resolved as soon as possible	Afraid of getting my problem get solved