

Ideation Phase

Define the Problem Statements

| | |
|---------------|------------------------|
| Date | 6 September 2022 |
| Team ID | PNT2022TMID34402 |
| Project Name | Customer Care Registry |
| Maximum Marks | 2 Marks |

Problem Statement:

| Problem Statement(PS) | I am (Person) | I'm trying to | But | Because | Which makes me feel |
|------------------------------|----------------------|--------------------------------------|-----------------------------------|---|----------------------------|
| PS-1 | A Customer | Register a account | how to raise the issue? | I have issues to be resolved and has to be taken care of | Confused and frustrated |
| PS-2 | An Agent | View the complaints | How to follow through email? | I have to take care of the issues raised by the customers | Confused and Worried |
| PS-3 | The Admin | Track the work assigned to the agent | How the customer issue is solved? | I should observe how the issue is resolved | frustrated |

Example:

