Ideation Phase

Define the Problem Statement

Date	30 October 2022
Team ID	PNT2022TMID31596
Project Name	Customer Care Registry
Maximum Marks	2 Marks

Problem Statement:

Customer care is a way of dealing with customers when they interact with your brand, products, or services to keep them happy and satisfied. Customer care goes beyond customer service and support because it focuses on building emotional connections between brands and customers.

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 the customer, they will be notified with an email alert.

Customers can view the status of the ticket till the service is provided. Customer can register for an account. After the login, they can create a complaint with a description of the problem they are facing. Each user will be assigned an agent. They can view the status of their complaint.

The main roles and responsibilities of the admin is to take care of the whole process. Starting from Admin login followed by the agent creation and assigning the customers complaints. Finally, he will be able to track the work assigned to the agent and notification will be sent to the customer.

The main use of this project is to help the customer in processing their complaints. The customers can raise the ticket of their issues and the problem will be solved by the organization.

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
When does this issue occur?	It frequently occurs after the customer installed new drivers or new piece of software.
Where is the issue occurring?	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 todo their task or work in order to complete it.

I am	I'm trying to	But	Because	Which makes me feel
Travaler	book a ticket	ticket amount will be debited but ticket is not booked	Server traffic	Frustrated
Dealer	Transfer the money	It will not entered payment gateway	website slow	Annoyed
Student	Contact service centre to repair computer	service was delay	Not response	Angry

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