

Ideation Phase

Define the Problem Statements

Team ID	PNT2022TMID45009
Project Name	Customer Care Registry
Maximum Marks	2 Marks

Problem Statement

A Customer may have a problem when they apply a ticket they need to recovery asolution or result. So the customer will contact a customer care for the issue.

After the customer complaint, the company could identify that problem and solved this issue. Now the company wants to avoid these kinds of problems and technical issues

So the company needs the customer satisfaction.

This customer care registry helps to solve the issues and its find customer satisfaction.

Defining the problem:

Website isn't Showing or Running	
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 usingthe 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

Over Data Utilization to connect Desktop	
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

Customer wants to fix a blue screen	
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 installing 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 resetting of the software and hardware
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Customer wants to fix the Payment issue?	
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 banking situation 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