

Ideation Phase Empathize & Discover

Date	17 September 2022
Team ID	PNT2022TMID46946
Project Name	Customer Care Registry
Maximum Marks	4 Marks

Problem statement :

I am	I'm trying to	But	Because	Which makes me feel
Narayanan	Book flights on my phone	It takes a long time	The website is not responsive and doesn't have a mobile version	Frustrated
Kavirajan	I want the product that ordered	I want my product when you said it would be here	I want my delivery person to be friendly	I'm not going to pay a lot for this product
Vishnuvarhan	I'm not going to pay a lot for this product	Product delivered on the time and promised to customer	Product delivery person in polite	Price is equal to or less than other product providers
Mujiburrahman	Accuracy	Timeless	Complaints	Price

Customer Care Registry