

CUSTOMERCARE



REGISTRY



PROBLEM STATEMENT AND DEFINITIONS

Team No : PNT2022TMID28637

College Name : Dhanalakshmi Engineering College

Department : Computer Science & Engineering

PROBLEM STATEMENT :

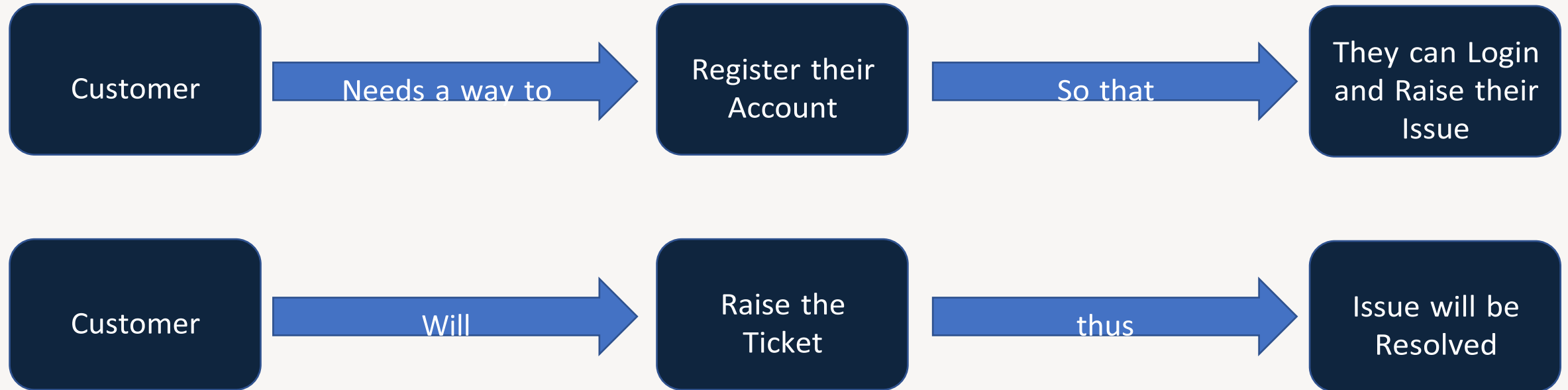
A problem statement is a concise description of the problem or issues a project seeks to address. The problem statement identifies the current state, the desired future state and any gaps between the two. A problem statement is an important communication tool that can help ensure everyone working on a project knows what the problem they need to address is and why the project is important.



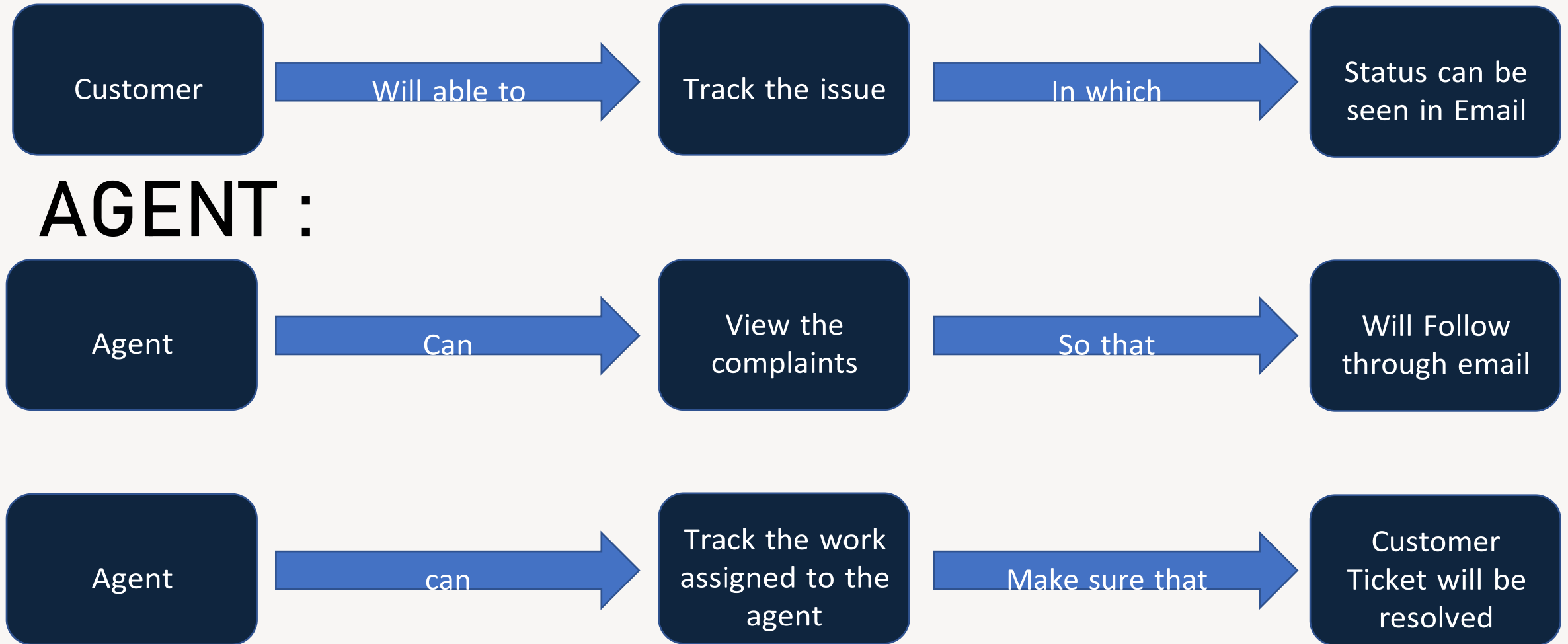
Problem Statement

PROBLEM STATEMENTS

CUSTOMER :

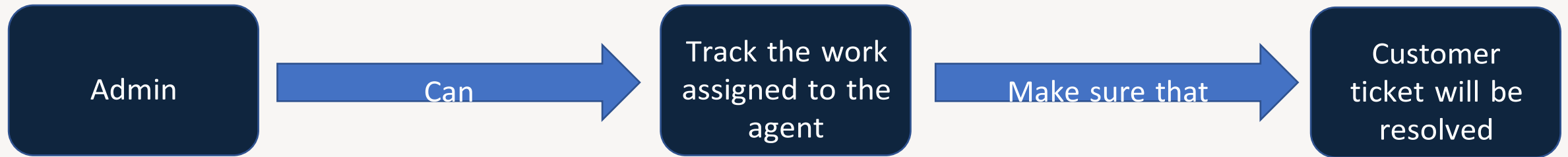


PROBLEM STATEMENTS



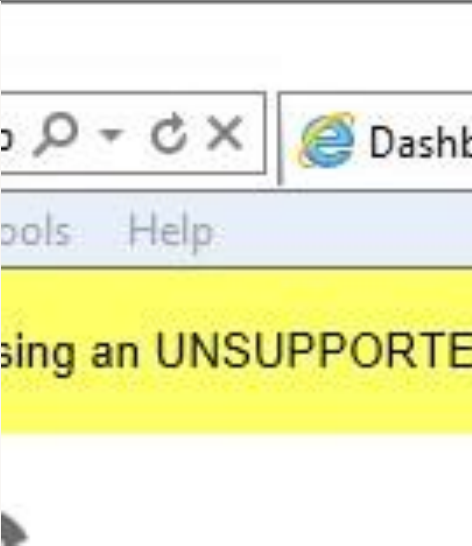
PROBLEM STATEMENTS

AGENT :



PROBLEM DEFINITIONS

Website isn't Showing or Running



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

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Over Data Utilization on connecting to Desktop

PROBLEM DEFINITIONS

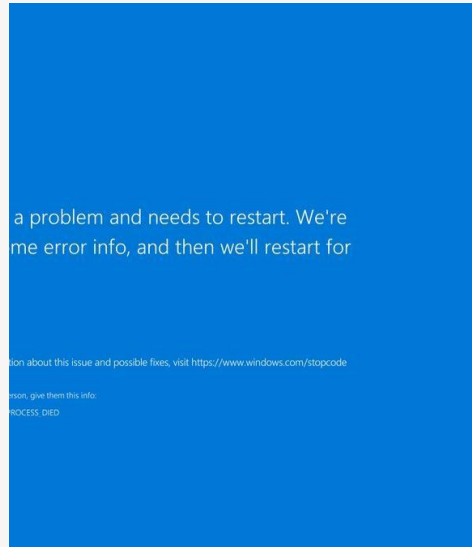


QUESTION	DESCRIPTIONS
Why this happens?	This happens because the background windows update process is on.
Who does the problem affect?	The user and the users who are connected to the Desktop.
What is the issue?	This issue is over utilization of mobile data over connecting to the Desktop
What is the solution?	This issue can be solved by disabling the windows update option in settings

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Customer wants to fix a blue screen of death?

PROBLEM DEFINITIONS



QUESTION	DESCRIPTIONS
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 may be in software too
When does the issue occur?	It frequently occurs after the customer installed 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

PROBLEM DEFINITIONS

What methodology used to solve the issue?

By means of troubleshoot the process or
resetting of the software and hardware

Customer wants to fix the Payment issue?

PROBLEM DEFINITION



QUESTION	DESCRIPTIONS
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 bank institution 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

Problem Definition



Thank you

