Ideation Phase

Define the Problem Statements

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| Date | 16 October 2022 |
| Team ID | PNT2022TMID43847 |
| Project Name | Project - Customer Care Registry |
| Maximum Marks | 2 Marks |

**Customer Problem Statement :**

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| --- | --- | --- | --- | --- | --- |
| **Problem Statement (PS)** | **Iam**  **(Customer)** | **I’m trying to** | **But** | **Because** | **Which makes me**  **feel** |
| PS-1 | User | Ticket  Booking | Time Delay | Agent Not Responding | Anxiety |
| PS-2 | User  (Agent) | Solve Problem | Customer Not Responding | Customer Unavailable | Frustrated |
| PS-3 | User (Admin) | Backup Data | Data Loss | System Failure | Cumbersome |
| PS-4 | User | Looking for Status | Status Unavailable | Agent Not Updated | Stressed |