**Ideation Phase**

**Define the Problem Statements**

|  |  |
| --- | --- |
| Date | 15 November 2022 |
| Team ID | PNT2022TMID45099 |
| Project Name | Project - Customer Care Registry |
| Maximum Marks | 2 Marks |

**Customer Problem Statement :**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Problem**  **Statement (PS)** | **I am**  **(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 |