

## Ideation Phase

### Define the Problem Statements

Date	21 Octoebr 2022
Team ID	PNT2022TMID45523
Project Name	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	In need of help	Find assistance to fix my issue about issue	I can't find the right people who can help me	Too much complexity in finding the right solution	Frustrated and helpless
PS-2	Having language issues	Explain my problem to the customer care registry	They can't seem to understand my problem	Of Language barriers	Irritated
PS-3	Having a hard time explaining the issue	Conceptualize and convey my issue	I can't seem to find the right way to explain it	Of the complexity and the niche domain of the issue	Hopeless
PS-4	Satisfied with the assistance and want to convey my thanks	Give my review about the interaction which happened with my agent	The chat window gets closed after resolution of the issue at hand	The issue got resolved	customer expectation customer satisfaction