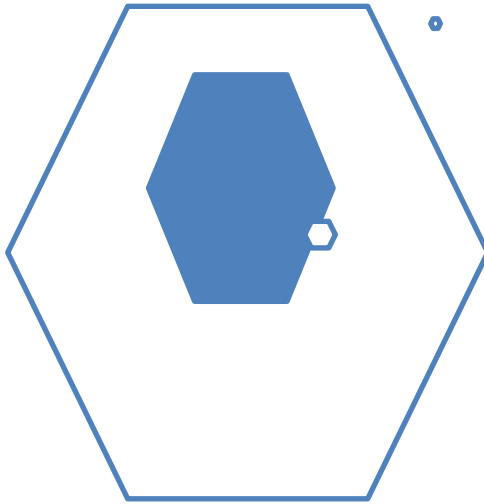


CUSTOMER CARE REGISTRY

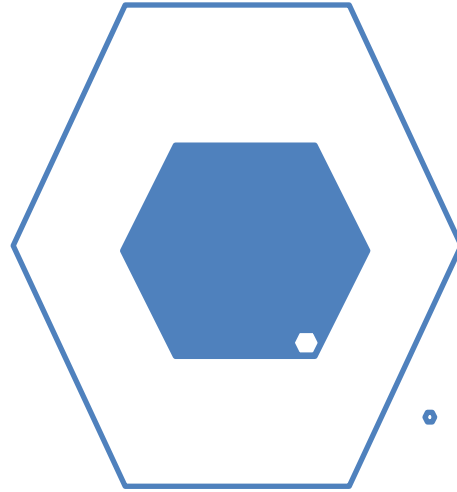
PROBLEM STATEMENT AND DEFINITIONS



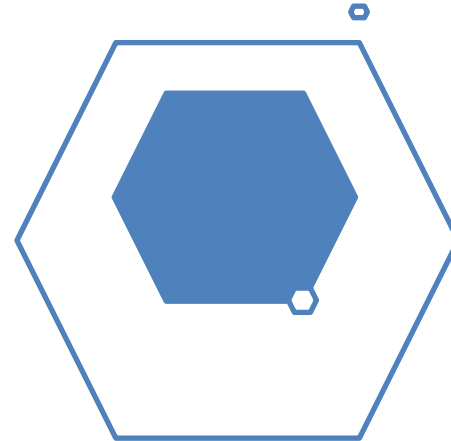
TEAM MEMBERS



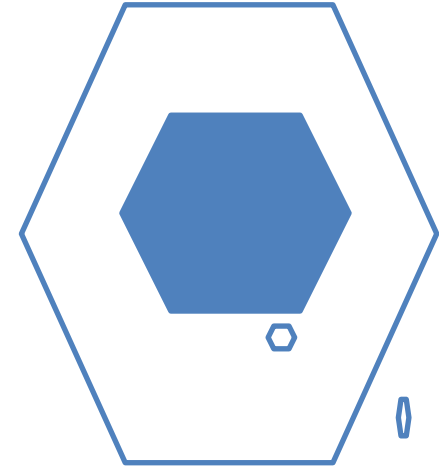
TEAM LEAD



TEAM MEMBER



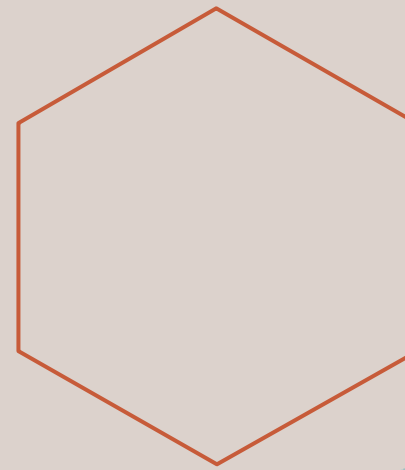
TEAM MEMBER



TEAM MEMBER

TEAM DETAILS:

Team No : PNT2022TMID31114



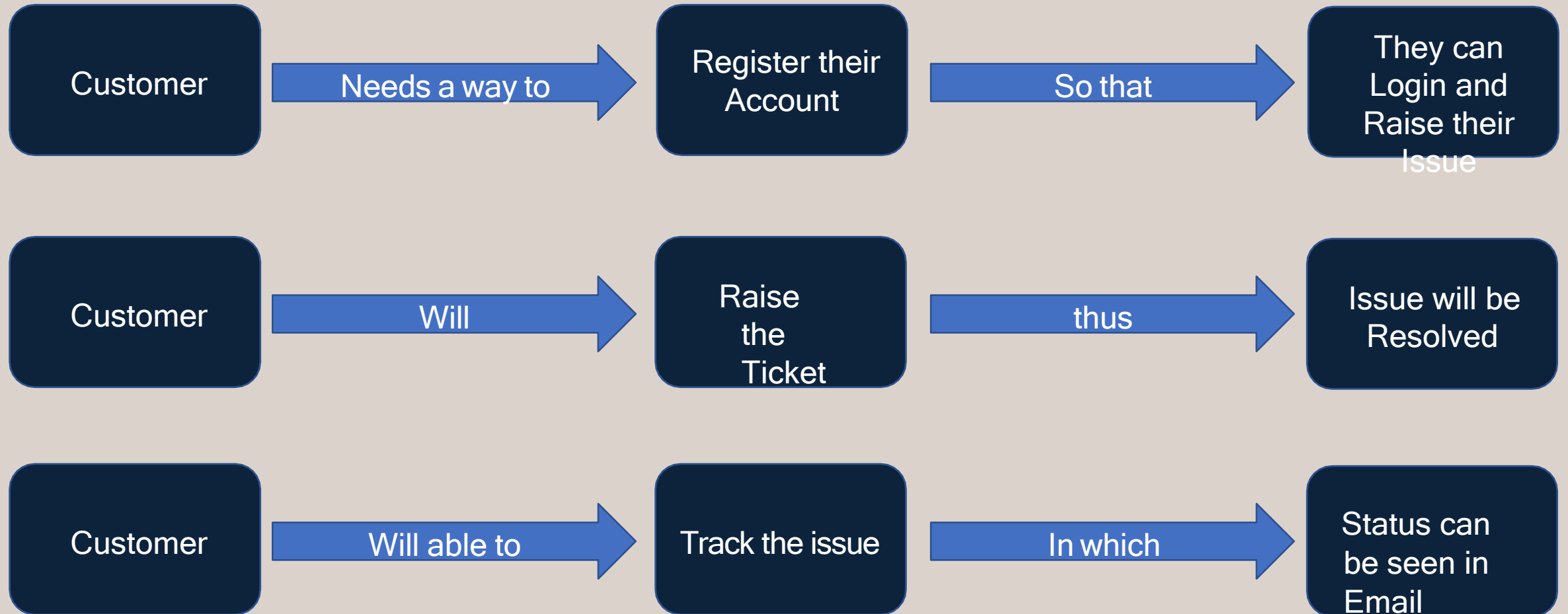
PROBLEM STATEMENT :

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.



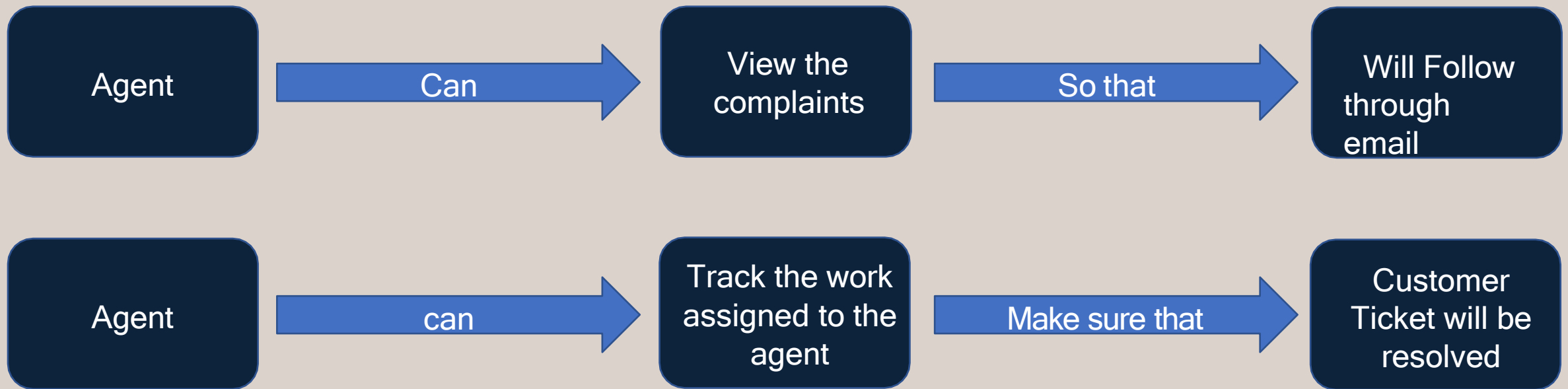
PROBLEM STATEMENTS

CUSTOMER:



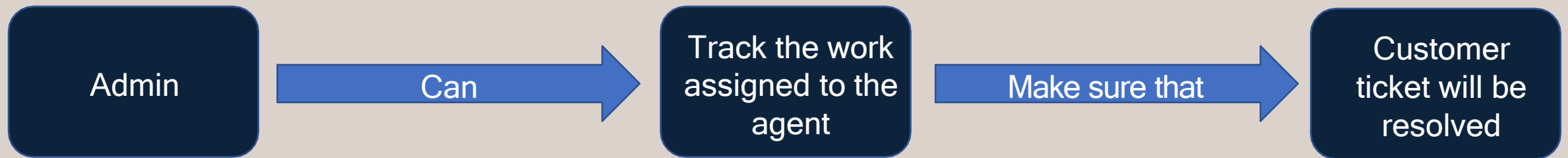
PROBLEM STATEMENTS

AGEN:



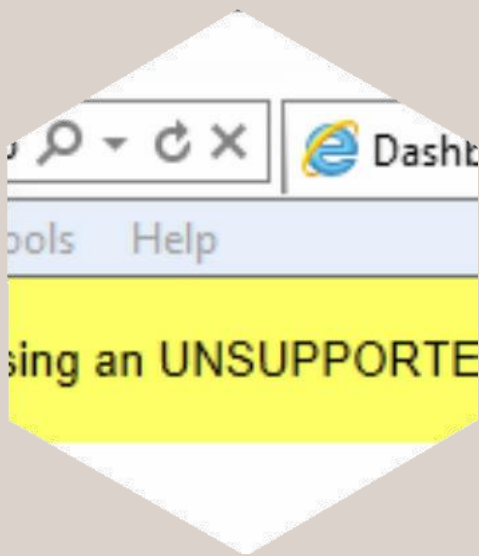
PROBLEM STATEMENTS

AGENT :



PROBLEM DEFINITIONS

Website isn't Showing or Running



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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

PROBLEM DEFINITIONS

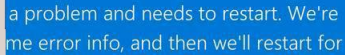
Over Data Utilization on connecting to Desktop



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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

Customer wants to fix a blue screen of death?



Why is it important that we fix the problem?

PROBLEM DEFINITION

Customer wants to fix the Payment issue?



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

Thank you

