CUSTOMER CARE REGISTRY

PROBLEM STATEMENT AND

DEFINITIONS

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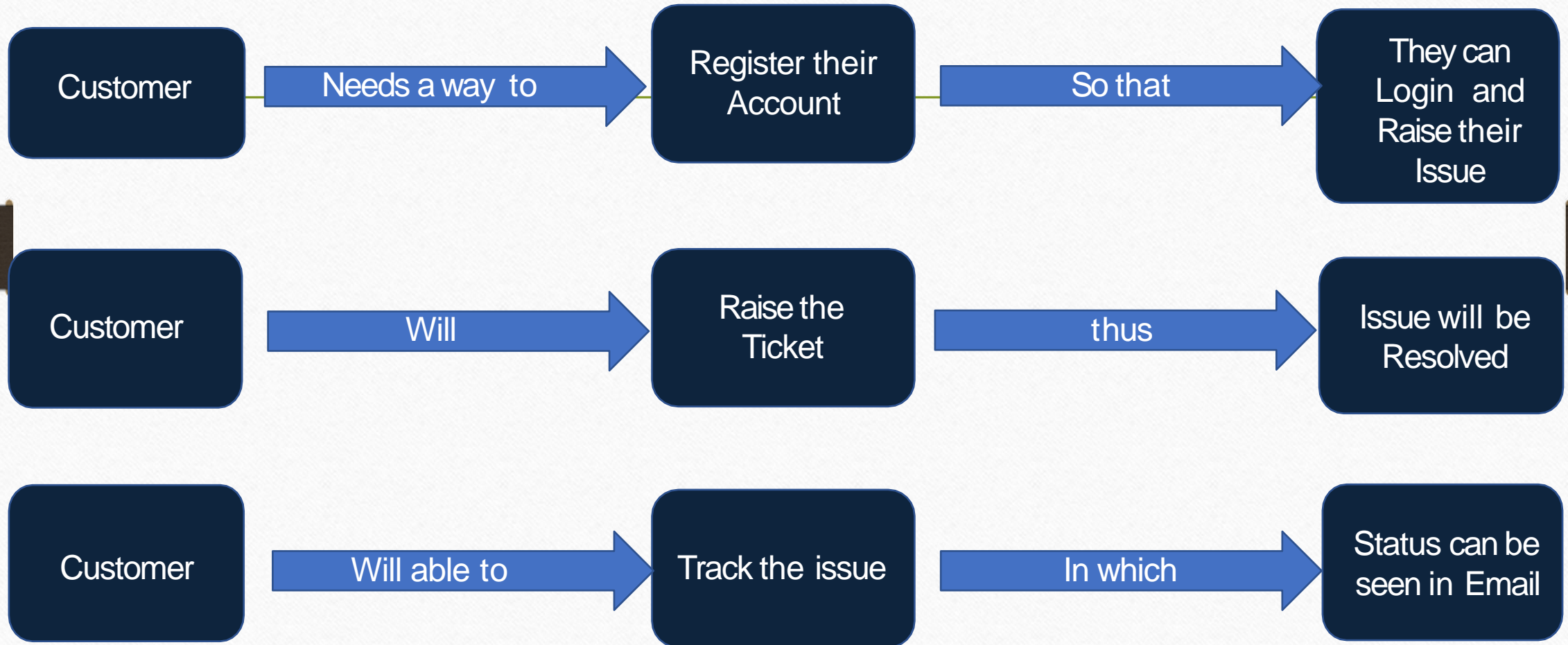
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TEAM DETAILS:

Team No : PNT2022TMIDO5042
College Name : PSNACET
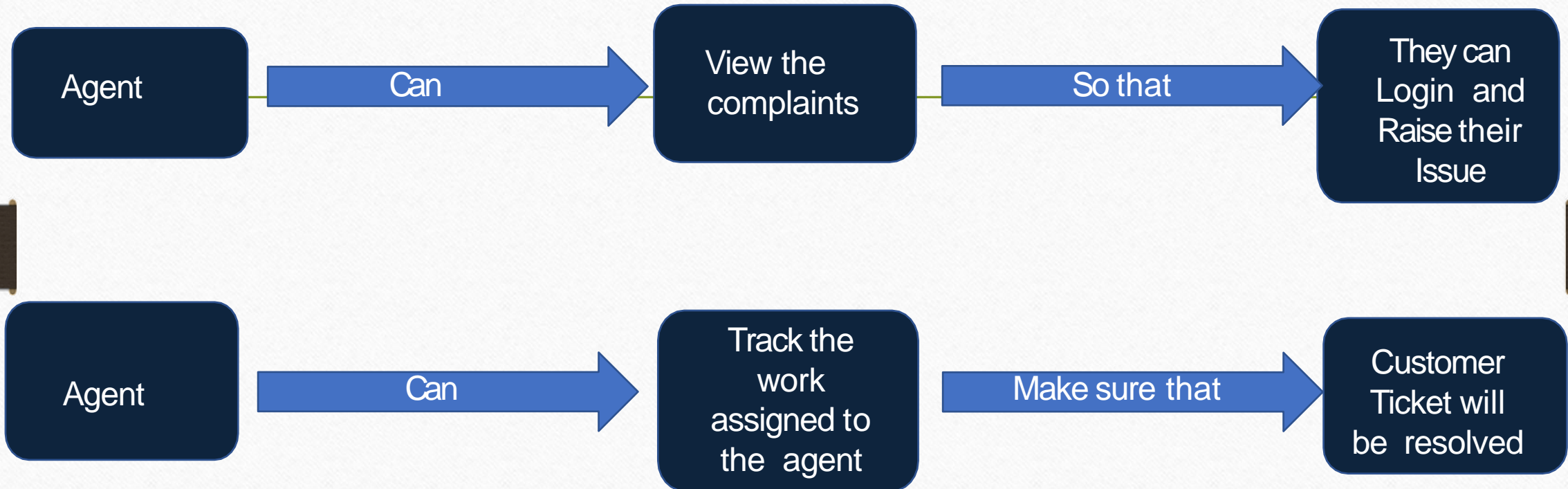**Department** : Computer Science & Engineering

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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.

CUSTOMER :

Customer	Needs a way to →	Register their Account	So that →	They can Login and Raise their Issue
Customer	Will →	Raise the Ticket	thus →	Issue will be Resolved
Customer	Will able to →	Track the issue	In which →	Status can be seen in Email

AGENT :

Agent **Can** → View the complaints **So that** → They can Login and Raise their Issue

Agent **Can** → Track the work assigned to the agent **Make sure that** → Customer Ticket will be resolved

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GENARAL FAQ'S

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

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