Ideation Phase Define the Problem Statements

Date	24 September 2022		
Team ID	PNT2022TMID05042		
Project Name	Customer Care Registry		
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Maximum Marks	2 Marks		

Customer Problem Statement Template:

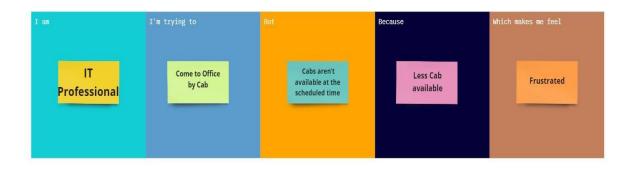
Customer Care Registry provides efficient support to the customers in solving their problems or queries. This Application has been developed to help the customer in processing their complaints. The customers can raise the ticket with a detailed description of the issue. An Agent will be assigned to the Customer to solve the problem. Whenever the agent is assigned to a customer, they will be notified with an email alert. Customers can view the status of the ticket till the service is provided. When a customer has a simple query and does not like to spend much time researching or contacting a customer service for it, the customer care registry helps them in providing answers for the frequently asked questions. When a customer buys things online, the customer care registry makes the customer feel comfortable and provide satisfaction.

General FAQ:

Who does the Problem affect and arise?	Customer of any Sectors like Primary Sector, Secondary Sector or Tertiary Sector		
What are the Boundaries of the problems?	Customers can raise tickets, get instant responses and solutions, and know the status of their ticket		
What is the issue that affected for Customers?	Customers could not get their problems solved on time instances		
When does this issue occur?	It occurs predominantly in sectors where customer is a critical resource like E-Commerce sector, Retail Sector etc		
How the Issue Occurs?	Customer who has entered incorrect card information, payment gateway or the bank management issue		

Why is it important that we fix the problem?	For the welfare of the customer needs and customer satisfaction		
What solution to solve this issue?	Web application should be able to provide user-friendliness to customers by helping them raise tickets, track the status, and get instant and proper responses to their queries without any delay		
What methodology was used to solve this issue?	Cloud computing technology provides the customers with modern and personalised services		







Problem Statement (PS)	I am	I'm trying to	But	Because	Which makes me feel
PS-1		Comparing and	The Product		The Customer will
	Customer	filter the	does meet the	The Quality	have a bad
		Product Prices	customer's	is Poor	reputation
			Expectations		
			Cabs aren't		
PS-2	IT	Come to Office	available at the	Less Cab	Frustrated
	Professional	by Cab	scheduled time	available	
PS-3				I do not	
	Patient	Buy some	I do not know	know where	Irritated
		medicines	from where	the	
		from	should I buy it	medicines	
		pharmaceutica		will be	
		I		available	