

## Ideation Phase

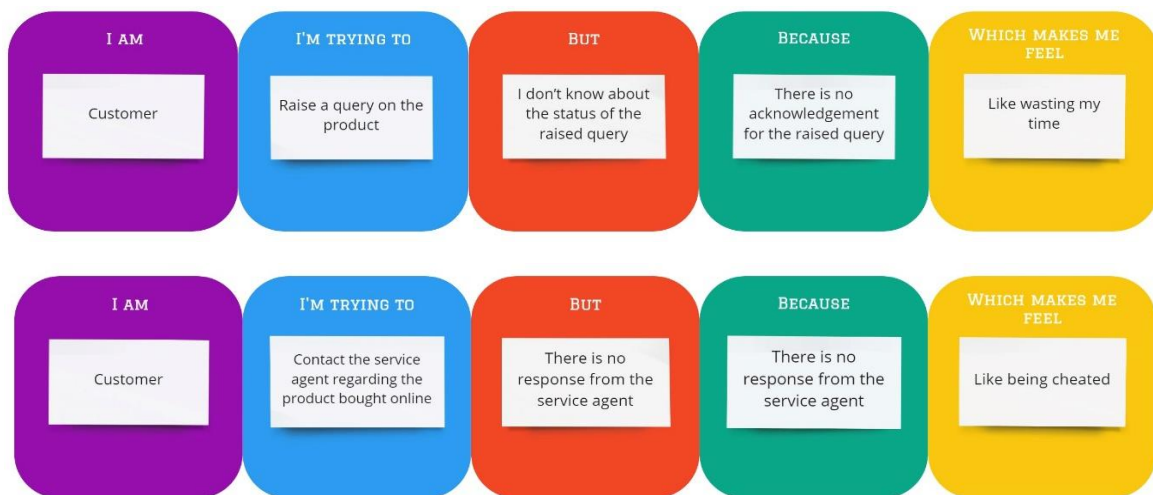
### Define the Problem Statements

Date	01 Oct 2022
Team ID	PNT2022TMID07931
Project name	Cloud Application Development- Customer Care Registry
Maximum marks	2 marks

#### Customer Problem Statement Template:

This Defines the Problem statement to understand the Customer's point of view. The Customer Problem Statement template helps us focus on what matters to create experiences people will love.

A well-articulated Customer problem statement allows us and our team to find the ideal solution for the challenges your customers face. Throughout the process, you'll also be able to empathize with our Customers, which helps us better understand how they perceive our product or service.



#### Problem Statements:

Problem Statement (PS)	I am	I'm trying to	But	Because	Which makes me feel
PS-1	Customer	Raise a query on the product	I don't know about the status of the raised query	There is no acknowledgment for the raised query	Like wasting my time
PS-2	Customer	Contact the service agent regarding the product bought online	There is no response from the service agent	There is no response from the service agent	Like being cheated