Ideation Phase
Define the Problem Statements

Date	23 February 2026
Team ID	LTVIP2026TMIDS90304
Project Name	ONLINE COMPLAINT REGISTRATION AND MANAGEMENT SYSTEM
Maximum Marks	2 Marks

Customer Problem Statement (PS) Table

Using the customer persona "John" and the system objectives from your documentation, here are the defined problem statements:

Problem Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	An online shopper (e.g., John)	Report a defect in a product I purchased	I cannot find a central place to submit my issue	Current processes are fragmented or manual	Ignored and Dissatisfied
PS-2	A concerned consumer	Track the progress of my filed complaint	I have no visibility into the current status	There is no real-time notification or tracking system	Anxious and Uninformed
PS-3	A user seeking a resolution	Directly communicate with the person fixing my issue	I cannot get direct answers or provide more details	There is no built-in messaging or interaction feature	Helpless

Understanding the Solution Context

The proposed system addresses these problem statements by providing a centralized platform where users can securely register complaints, monitor real-time updates, and engage in direct dialogue with assigned agents. This directly transforms the user's feeling of frustration into satisfaction through efficient resolution and courteous service.