

Ideation Phase

Define the Problem Statements

Date	04October 2022
Team ID	PNT2022TMID39363
Project Name	CUSTOMER CARE REGISTRY
Maximum Marks	2 Marks

Customer Problem Statement Template:

Example:



miro

Problem Statement (PS)	Iam (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	Customer care (traveller)	Book train ticket on mobile phone	It takes long time with waitlist	Due to network issue/other reason in our side	Frustrated
PS-2	Customer care(Bank)	Help to customer problem with	It takes long time in bank side	Due to lack of customer with different problem/Bank	Tension/Angry

		provide solution			
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