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| Problem | Description |
| Unrealistic user requirement | Thousands of users all in need for immediate attention. “Providing this complex service requires a continuous staffing presence, efficient planning, and the optimal allocation and follow-up of agents sharing the fluctuating workload.” |
| Competitors challenges | Cause time and money investment to be diverted to seek competitive advantage and divided attention to other business areas. As much as having competitors helps motivating a company to grow, it also gives the company unnecessary pressure leading to bad decisions. |
| Lack of technical infrastructure | This will hinder the company for further expansion or growth, nowadays the technology is revolving rapidly and not keeping up with technology meaning the company will have to invest more money to fight competitors. |
| Higher Expenses | All these company problems will definitely lead to costs for example pay for more manpower of advertisement to fight competitors. There is high chance of making mistakes wasting money and time in the process cause by human error. |
| Overworked staff | Overworking staff results in poor quality services because of tired employees. |
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