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**Class & Div: SYCSE B1**

## **Assignment 1**

### **Customer Problem Statement Template**

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**I am**

**A Branch Manager**

**Pune Branch**

**Of IDBI Bank**

**I'm trying to**

- **Check how much money is present in the vault**
- **Check how many accounts are opened in all**
- **Schedule visits to the locker**

**But**

- **The application is not displaying the correct value that is present in the vault**
- **Not showing the exact amount of accounts opened or closed**
- **The customer schedule is not being displayed**

**Because**

- **New Update**

**Which makes me feel**

- **Frustrated and angry as well as confused because I cannot understand the amount of money present in the vault**
  - **Cannot maintain the record of people visiting the lockers**
- 

**I am**

**A Second-Year B-Tech student**

**Studying Computer Science and Engineering**

**I'm trying to**

- **Purchase an AI/ML course**
- **Pay online with Google Pay**

**But**

- **Receiving an unknown error**
- **Getting a payment failure message even if the payment is successful**

**Because**

- **Server Issue**

**Which makes me feel**

- **Confused and frustrated if the payment was completed or not**
  - **Irritated that the servers are not working and I can't study**
- 

**I am**

**A Customer**

**A Software Engineer**

**I'm trying to**

- **Open the ride booking app (Uber)**
- **Book a ride**
- **Make a payment**

**But**

- **The app is stuck on the loading screen even after closing and reopening**
- **The OTP is not sent to me and instead, I receive a server issue message**
- **The amount shown is excessive**

**Because**

- **The server has issues or the app might not be compatible with my device**
- **Overcharged due to time delay**

**Which makes me feel**

- **Frustrated as I cannot reach my desired location on time**
- **Irritated that I had to pay more**

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**I am**

**A Purchase Manager**

**Of Seafood**

**Pune Prefecture**

**Mumbai Server**

**I'm trying to**

- **Add new supply to the inventory**

**But**

- **Newly added supply isn't being reflected in the system**

**Because**

- **New information isn't added to the database**

**Which makes me feel**

- **Worried if the stock has been refilled or not**
  - **Unable to sell more**
- 

**I am**

**A User**

**Working in the IT Sector**

**I'm trying to**

- **Do tax calculation**
- **Budget calculation**
- **Add new expenses and profits**

**But**

- **The software is not displaying newly added expenses or profits**
- **The software is also not helping with budget expenses as it cannot maintain future records**

**Because**

- **The servers were not maintained**

**Which makes me feel**

- **Confused as I cannot understand if the new expenses or profits are added or not**
- **Worried as I cannot make exact or approximate budget and tax calculations**