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**Class & Div: SYCSE B1**

**Assignment 1**

**Customer Problem Statement Template**

**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**

**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**