

## Assignment - 1

# Define a Problem Statement and give a brief executive Summary Snapshot

A] Executive Summary Snapshot.

B] Project Description.

C] Project Scope.

★ Topic :- BSNL (Bharat Sanchar Nigam Limited)

\* Problem Statement

BSNL Customers face frequent call, slow data speed and poor network coverage. The existing network infrastructure and customer support system are inadequate to meet the growing demands of customers.

A] Executive Summary Snapshot:

Analysis:- The digital transformation strategy to enhance BSNL's network reliability coverage and customer experience, resulting in increased customer satisfaction loyalty and revenue growth.

- 40% of BSNL customers experience frequent call drops
- 30% of customers face slow data speed
- 25% of customers are dissatisfied with customer support.
- 20% of customers have switched the sim.



## B] Project Description :

The transform network and customer experience through the implementation of cutting-edge digital technologies, improved network reliability Coverage and Customer Satisfaction. The current Challenge faced by customer

## C] Project Scope :

i] Development :- Launch new BSNL network 4G/5G technology.

ii] Update the network coverage and capacity

ii] Design :- Network Tower Range and his Structure Design.

iii] Technology :- Develop the website for ~~new~~ network attract the customer and his all doubt solve

ii] Develop App customer new issue and his response.

iv] Integration :- Secure network speed 4G/5G.

v] Testing :- ~~test~~ network testing any area any location.

vi] Scope :- The network speed is high in low cost for customer