

Ideation Phase

Define the Problem Statements

Date	16 May 2023
Team ID	NM2023TMID15643
Project Name	Intelligent people and vehicle counting system for secretariat

Customer Problem Statement Template:

Create a problem statement to understand your customer's point of view. The Customer Problem Statement template helps you focus on what matters to create experiences people will love.

A well-articulated customer problem statement allows you and your team to find the ideal solution for the challenges your customers face. Throughout the process, you'll also be able to empathize with your customers, which helps you better understand how they perceive your product or service.

Problem statement:



Problem Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	Secretariat security personnel	enhance the security and surveillance of the premises	the current manual counting system is not efficient and reliable in tracking the number of people and vehicles entering and exiting the Secretariat.	It's challenging to monitor and analyze the data accurately, which makes it difficult to ensure the safety and security of the premises.	Anxious
PS-2	a Secretariat traffic management personnel	improve the traffic flow and reduce congestion on the premises.	the current manual counting system for vehicles is inefficient and not reliable, leading to traffic congestion and delays.	It's challenging to manage the traffic flow and reduce congestion, which makes it difficult to ensure the smooth and efficient movement of vehicles.	frustrated