Define the Problem Statements

Date	29 January 2026
Team ID	LTVIP2026TMIDS39149
Project Name	Cafeteria Menu Display
Maximum Marks	2 Marks

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.

I am	Describe customer with 3-4 key characteristics - *who are they?*	Describe the customer and their attributes here
I'm trying to	List their outcome or "job" the care about - *what are they trying to achieve?*	List the thing they are trying to achieve here
but	Describe what problems or barriers stand in the way – *what bothers them most?*	Describe the problems or barriers that get in the way here
because	Enter the "root cause" of why the problem or barrier exists – *what needs to be solved?*	Describe the reason the problems or barriers exist
which makes me feel	Describe the emotions from the customer's point of view – *how does it impact them emotionally?*	Describe the emotions the result from experiencing the problems or barriers

Reference: https://miro.com/templates/customer-problem-statement/

Example:

Problem Statement (PS)	I am	I'm trying to	But	Bet	Because	Which makes me feel
PS-1	a cafeteria staff member	update the menu efficiently	ServiceNow workflow is manual and slow.	ServiceNow workflow is manual and slow.	I need approvals for every change.	frustrated by slow updates and bottlenecks
PS-2	a cafeteria manager	track daily sales and item popularity	data for reports is scattered and not real-time.	data for reports is scattered and not real-time.	I can't quickly see trends or real-time.	overwhelmed managing scattered information.
PS-3	a cafeteria admin	monitor food inventory levels reorders	I don't have automated alerts for low stock in ServiceNow.	I don't have automated alerts for low stock in ServiceNow	so I often miss when items need to be restocked.	worried about running out of stock.
PS-4	a cafeteria server	quickly check updated menu items when taking orders	menu information is outdated or changes aren't- immediately visible.	menu information or everbhere aren't- immediately visible.	so it causes confuston and delays	frustrated and stressed when taking orders.
PS-5	a cafeteria supervisor	generate accurate reports on cafeteria performance	generating reports in ServiceNow lacks consistency and clarity.	generating reports in ServiceNow lacks consistency and clarity.	I can't easily analyze sales and dacomrate	annoyed with confusing, inconsistent reporting.
PS-6	a cafeteria chef	prepare menu items according to the latest published menu.	changes do not reflect, in ServiceNow	changes do not reflect, promptly in ServiceNow.	changes don't reflect in ServiceNow	disconnected from updates.