

Ideation Phase

Define the Problem Statements

Date	27 June 2025
Team ID	LTVIP2025TMID59701
Project Name	BOOKNEST: WHERE STORIES NESTLE
Maximum Marks	2 Marks

Customer Problem Statement Template

Understanding our users' frustrations and needs allows us to design better features for BookNest.

I am	Describe the customer and attributes here
I'm trying to	List what they are trying to achieve here
but	Describe the problems or barriers that get in the way here
Which makes me feel	Describe the emotions that result from experiencing those problems

Example

Problem Statement (P)	I am (Customer)	I'm trying to	Because	Which makes me feel
PS-1	student	to rent books	Limited options	disappointed

Additional Problem Statements

PS-2: I am a first-time user trying to explore new books, but the homepage lacks personalized suggestions, which makes me feel overwhelmed.

PS-3: I am a student who wants to rent academic books affordably, but there are limited options for short-term rentals, which makes me feel restricted.

PS-4: I am a casual reader trying to connect with other readers, but there is no discussion or community forum, which makes me feel isolated.

PS-5: I am a seller aiming to promote new arrivals, but the platform lacks featured listing tools, which makes me feel unnoticed.