■ **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 | S)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.