

Ideation Phase
Define the Problem Statements

Date	27 JUNE 2024
Team ID	SWTID1720106020
Project Name	Banking Application Web App
Maximum Marks	3 Marks

Problem Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	A banking customer who wants to manage their finances efficiently.	Access my bank account, transfer money, pay bills, and monitor transactions seamlessly.	The current online banking services are slow, complicated, and sometimes not user-friendly.	They lack intuitive design, real-time updates, and integrated services.	Frustrated, anxious, and dissatisfied with the banking experience.
PS-2	A bank manager who needs to ensure customer satisfaction and efficient bank operations.	Provide customers with a smooth and secure online banking experience.	The existing system often faces technical issues and security concerns.	It relies on outdated technology and lacks robust security measures.	Worried about potential security breaches and concerned about losing customers to competitors with better digital services.

Semantic Map
Banking Application Web App

Problem Statement (PS-1)

Customer: Banking customer

Needs:

- Manage finances efficiently

- Access bank account
- Transfer money
- Pay bills
- Monitor transactions

Challenges:

- Current services are slow
- Complicated interface
- Not user-friendly

Causes:

- Lack of intuitive design
- Absence of real-time updates
- Lack of integrated services

Emotions:

- Frustrated
- Anxious
- Dissatisfied

Problem Statement (PS-2)

Customer: Bank manager

Needs:

- Ensure customer satisfaction
- Efficient bank operations
- Provide smooth online banking experience
- Ensure secure online transactions

Challenges:

- Technical issues
- Security concerns

Causes:

- Reliance on outdated technology
- Lack of robust security measures

Emotions:

- Worried about security breaches
- Concerned about losing customers