**Ideation Phase**

**Define the Problem Statements**

**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 Statements:**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Problem**  **Statement (PS)** | **I am**  **(Customer)** | **I’m trying to** | **But** | **Because** | **Which makes me feel** |
| **PS-1** | Obese | Loose Weight | I am unable to reach my goals | I can’t  Control my Calories intake | Downhearted |
| **PS-2** | Fitness  Enthusiast | Be Fit | I can’t have a custom  diet | I can't track my food’s macros and micros | Disappointed |