

Ideation Phase

Define the Problem Statements

Date	19 September 2022
Team ID	PNT2022TMID08269
Project Name	Smart solution for railway's
Maximum Marks	2 Marks

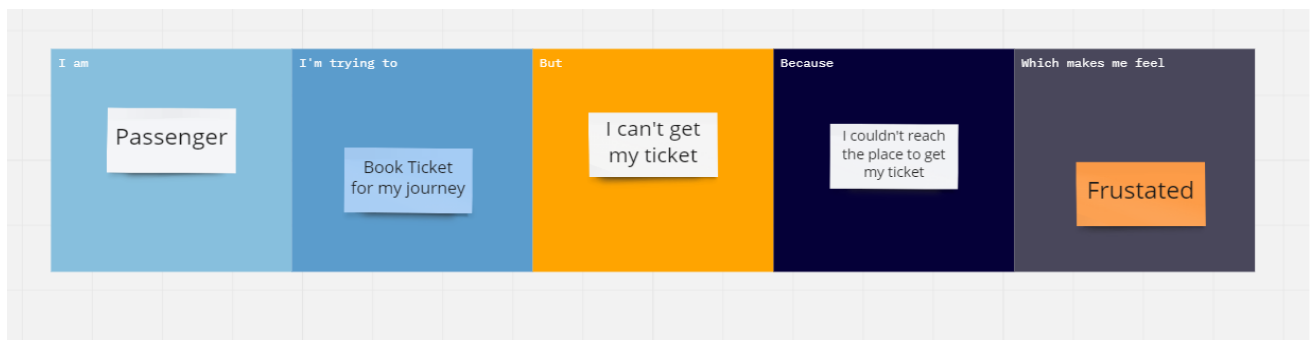
Customer Problem Statement Template:

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.

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

Example:



Problem Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	Traveller	Book ticket	Ticket has not been provided	There is no unique id given and datas are not stored properly	Unhappy
PS-2	Passenger	Get my ticket and the location of a train arriving	Couldn't track the location	There is no proper scheme provided	Helpless