**Ideation Phase**

**Define the Problem Statements**

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| Date | 10 September 2022 |
| Team ID | PNT2022TMID27756 |
| Project Name | Project - AI based discourse for Banking Industry |
| Maximum Marks | 2 Marks |

**Customer Problem Statement :**

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| --- | --- | --- | --- | --- | --- |
| **Problem**  **Statement (PS)** | **I am**  **(Customer)** | **I’m trying to** | **But** | **Because** | **Which makes me feel** |
| PS-1 | Patients | Take help from the Chat-bot for creating an account | I can’t  understand it. | It’s not in his or her own regional language. | Dumb |
| PS-2 | Athlete | Find the nearest restaurant after exhausting energy during training or competition. | The GPS may not be accurate or up to date and cause navigational errors. | Extreme atmospheric conditions, such as heavy rains, thunderstorms etc. | Irritated |
| ­­­­PS-3 | Travellers | Better usage of app even with poor internet connectivity. | The image and content are not clear. | Internet connectivity in rural areas. | Frustrated |
| PS-4 | Office Workers | Set up meal reminders in-between their busy schedules. | Suggests meal in wrong time. | Date and time are wrong due to network failure or other issues. | Tired |
| PS-5 | Body Builders | Get proper diet plan depending on my goal. | But it has limited body type options. | The body fat percentage calculator is not accurate. | Unsatisfied |