

Ideation Phase

Define the Problem Statements

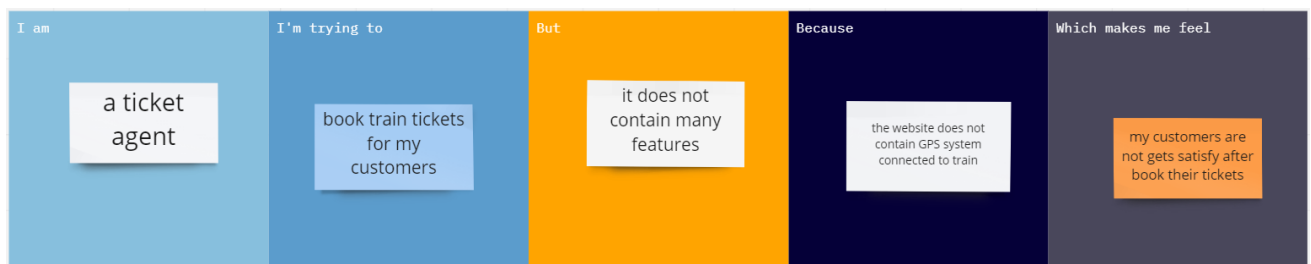
Date	19 September 2022
Team ID	PNT2022TMID12354
Project Name	Smart Solutions for Railways
Maximum Marks	2 Marks

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/>



Problem Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	a traveller	book train tickets on my phone	it takes long time	the website is not responsive and doesn't have a mobile version	Frustrated
PS-2	a ticket agent	book train tickets for my customers	it does not contain many features	the website does not contain GPS system connected to train	my customers are not gets satisfy after book their tickets