

Ideation Phase

Define the Problem Statements

Date	02 November 2022
Team ID	PNT2022TMID07596
Project Name	Project - Data Analytics for DHL Logistics Facilities
Maximum Marks	2 Marks

Customer Problem Statement Template:



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Problem Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	Customer	send parcel	Parcel that I given is damaged	Bulk goods mixed up with my packages	Angry

PS-2	Customer	Get my parcel on time	Parcel is missing	Either delivered in wrong address nor theft issue was occurred	Sad
PS-3	User	Get my package fast	Package still not deliverable and updating wrong	Address is long and server issue	Tempting
PS-4	User	Track driver location status	The product status shown as Delivered	Wrong update by delivery person or server error	Bad
PS-5	Driver	Track customer location	Address found was error	Customer given wrong address	Frustrated
PS-6	Driver	deliver fast	Traffic occurs	big accident on the road lane	Worse
PS-7	Delivery person	Deliver the product	The Customer not avail in the home	They have emergency work	Tired