Ideation Phase
Define the Problem Statements

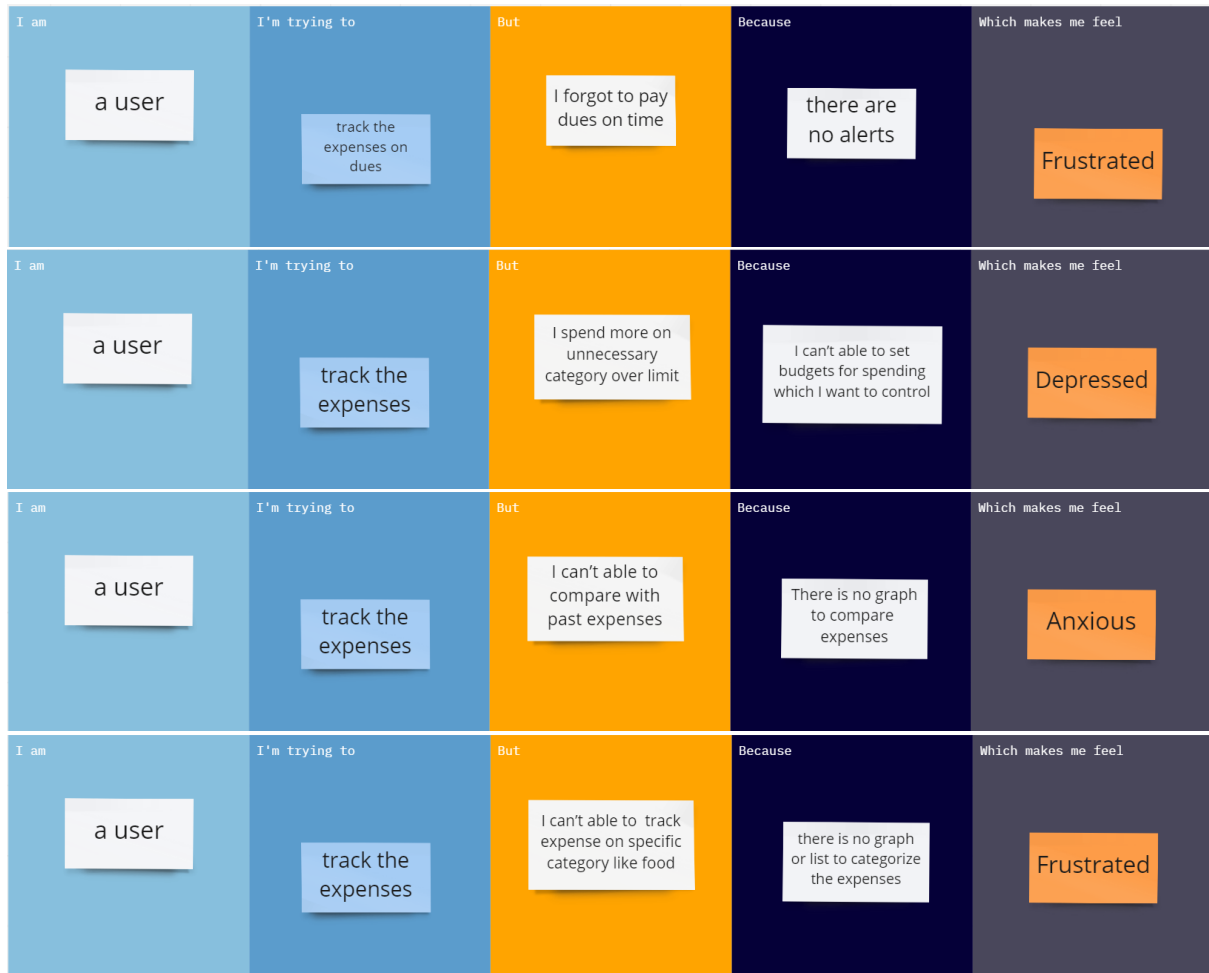| Date	19 September 2022
Team ID	PNT2022TMID02774
Project Name	Project - Personal Expense Tracker Application
Maximum Marks	2 Marks

Customer Problem Statement Template:

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.

I am	Describe customer with 3-4 key characteristics - *who are they?*	Describe the customer and their attributes here
I'm trying to	List their outcome or "job" the care about - *what are they trying to achieve?*	List the thing they are trying to achieve here
but	Describe what problems or barriers stand in the way — *what bothers them most?*	Describe the problems or barriers that get in the way here
because	Enter the "root cause" of why the problem or barrier exists — *what needs to be solved?*	Describe the reason the problems or barriers exist
which makes me feel	Describe the emotions from the customer's point of view — *how does it impact them emotionally?*	Describe the emotions the result from experiencing the problems or barriers

I am	I'm trying to	But	Because	Which makes me feel
a user	track the expenses	I forgot to record expenses	No remainders are there to notify me	Dejected

I am	I'm trying to	But	Because	Which makes me feel
a user	track the expenses on dues	I forgot to pay dues on time	there are no alerts	Frustrated
a user	track the expenses	I spend more on unnecessary category over limit	I can't able to set budgets for spending which I want to control	Depressed
a user	track the expenses	I can't able to compare with past expenses	There is no graph to compare expenses	Anxious
a user	track the expenses	I can't able to track expense on specific category like food	there is no graph or list to categorize the expenses	Frustrated

Problem Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	a user	track the expenses	I forgot to record expenses	No remainders are there to notify me	Dejected
PS-2	a user	track the expenses on dues	I forgot to pay dues on time	there are no alerts	Frustrated
PS-3	a user	track the expenses	I spend more on unnecessary category over limit	I can't able to set budgets for spending which I want to control	Depressed
PS-4	a user	track the expenses	I can't able to compare with past expenses	There is no graph to compare expenses	Anxious
PS-5	a user	track the expenses	I can't able to track expense on specific category like food	there is no graph or list to categorize the expenses	Frustrated