## Ideation Phase Define the Problem Statements

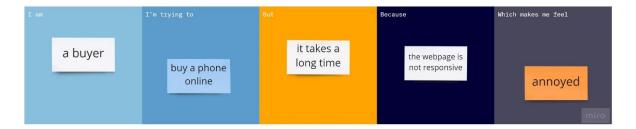
Date	19 September 2022		
Team ID	PNT2022TMID02641		
Project Name	Project – Customer Care Registry		
Maximum Marks	2 Marks		

## **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.

## PS - 1



## PS - 2



Problem	I am	I'm trying to	But	Because	Which makes me feel
Statement (PS)	(Customer)				
PS-1	a buyer	buy a phone	it takes a	the webpage	annoyed
		online	long time	is not	
				responsive	
PS-2	a buyer	add an item	but I	the add to	disappointed
		to my cart	cannot	my cart	
			add the	button is	
			item to	faulty	
			my cart		