

Problem Statement:

| Problem Statement (PS) | l am (Customer) | I'm trying to | But | Because | Which makes me feel |
|---------------------------|------------------------|--|--|--|-------------------------------------|
| PS - 1 | A Client | Recognize the digit written on Documents. | Difficult to Recognize | The digits are small and not wrrtten properly | Confused |
| PS - 2 | Banker | Process the Cheques | Difficult to understand | Handwriting differs from person to person | Time Consuming and Frustrated |
| PS - 3 | Postman | Arrange letters in digitalized manner | Some letters may be unsuitable for digitizing | Some characters are not recognized by compurter | Complex |
| PS - 4 | Data Entry Employee | Uploading customer information | Unable to do repetitive work | Manual work is high | Disappointed and boring |