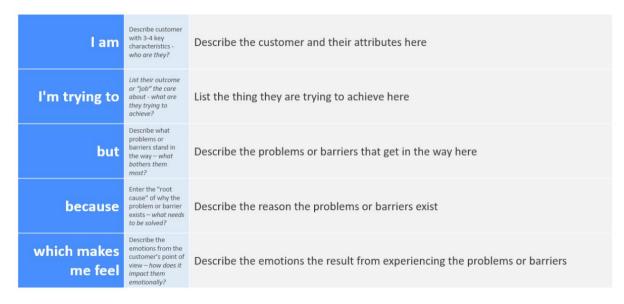
Ideation Phase Define the Problem Statements

Date	19 September 2022		
Team ID	PNT2022TMID18248		
Project Name	Smart solution 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.





Problem Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	People	Book an online railway ticket	I am unable to proceed it	I don't have any knowledge about online booking	unhappy
PS-2	People	Book an online railway ticket	I couldn't do it	I am afraid of security issues	anxious