

Ideation Phase

Define the Problem Statements

Date	19 September 2022
Team ID	PNT2022TMID10772
Project Name	Project – Customer Care Registry
Maximum Marks	2 Marks

Customer Problem Statement Template:

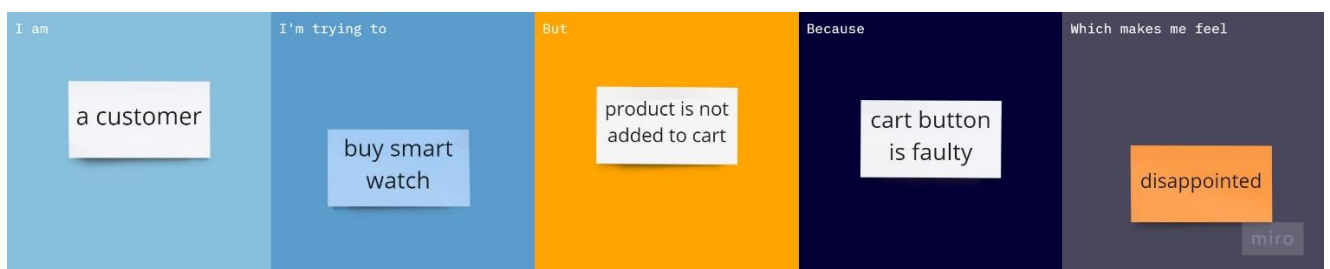
Create a problem statement to understand your customer's point of view. The Customer Problem Statement template helps you focus on what matters to create experiences people will love.

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 Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	a student	upload my project	it shows an error	webpage not reachable	annoyed
PS-2	a customer	buy smart watch	product is not added to cart	cart button is faulty	disappointed

