

Ideation Phase

Define the Problem Statements

Date	19 September 2022
Team ID	PNT2022TMID17971
Project Name	Project – Traffic and Capacity Analytics in Major Ports
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.

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

Problem Statement for "Traffic and capacity Analytics in Major Ports"

PROBLEM STATEMENT-1:

I am	I'm trying to	But	Because	Which makes me feel
Bussiness People	track the status of goods	it is difficulty to track	Congestion ma causes delay in arrival of goods	tensed and frustated

PROBLEM STATEMENT-2:



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Problem Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	Bussiness People	Track the status of goods	It is difficulty to track	congestion may causes delay in arrival of goods	Tensed and frustated
PS-2	Government Sector People	To avoid the congestion in future	There is lack of sufficient data to predict the congestion	It is difficulty to handle port connectivity to identify the congestion	Unpredictable and confused.

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