

Ideation Phase

Define the Problem Statements

Date	24 September 2022
Team ID	PNT2022TMID03137
Project Name	Project - Personal Expense Tracker Application
Maximum Marks	2 Marks

Customer Problem Statement Template:

A well-articulated customer problem statement allows us to find the ideal solution for the challenges our 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

Personal Expense Tracker Application:

I am	I'm trying to	But	Because	Which makes me feel
a Traveller.	track my expenses during every trip.	unable to sort out my expenses with my records.	there is no root for me to do so.	worried.

Problem Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	an employee.	Make a monthly budget.	There are no facilities to set a budget.	I need to save money for my future plans.	Frustrated.
PS-2	A manager.	Keep track of my expenses.	Can't categorize the various types of expenses.	There is no option to organize the various expenses.	Uncomfortable.