

## Ideation Phase

### Define the Problem Statements

Date	19 September 2022
Team ID	PNT2022TMID21451
Project Name	Personal Assistance for Seniors Who Are Self-Reliant
Maximum Marks	2 Marks

#### TEAM MEMBERS:

**917719D121 – KAMALAKANNAN M**  
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#### 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.

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

#### PROBLEM STATEMENT:

Problem Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS	A SENIOR CITIZEN WHO IS ON MEDICATION	TAKE MY PRESCRIBED DOSAGE OF MEDICINES ON TIME	SOMETIMES I COMPLETELY FORGET TO TAKE MY MEDICINES AND ALSO SOMETIMES I FORGET ABOUT THE DOSAGE OF THE MEDICINE THAT I NEED TO TAKE	I AM A SELF-RELIANT INDIVIDUAL, SO THERE IS NO ONE TO LOOK AFTER MY MEDICATIONS	VERY WEAK AND TIRED, AS THE MEDICINES ARE VERY IMPORTANT FOR MY HEALTH

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