

Ideation Phase

Define the Problem Statements

Date	02 November 2022
Team ID	PNT2022TMID13289
Project Name	Containment Zone Alerting Application
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	<small>Describe customer with 3-4 key characteristics - who are they?</small>	Describe the customer and their attributes here
I'm trying to	<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
but	<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
because	<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
which makes me feel	<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

Reference: <https://miro.com/templates/customer-problem-statement/>

Example:

<small>I am</small> a traveler	<small>I'm trying to</small> book flights on my phone	<small>but</small> it takes a long time	<small>Because</small> The website is not responsive and doesn't have a mobile version	<small>Which makes me feel</small> Frustrated
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Problem Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	User	Know the containment area	The searching technique is not good	Of the apps didn't show a perfect accurate area	Irritating
PS-2	User	Explore the application	The UI is not good when I trying to access in mobile and laptop	The design of UI is not reliable and the backend is also bad	Frustrated
PS-3	User	Can't know the effective region or places accurately	The UI didn't show in a correct manure	The design of UI in not good	Irritating
PS-4	Social worker	Give awareness about the infection	Don't know about the containment zone	Need to maintain the containment free zone	irritating