# Ideation Phase
# Define the Problem Statements

| Date | 19 September 2022 |
|---|---|
| Team ID | PNT2022TMID15154 |
| Project Name | UNIVERSITY ADMIT ELIGIBILITY PREDICTOR |
| 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 - *who are they?* | Describe the customer and their attributes here |
|---|---|---|
| I'm trying to | *List their outcome or "job" the care about - what are they trying to achieve?* | List the thing they are trying to achieve here |
| but | Describe what problems or barriers stand in the way – *what bothers them most?* | Describe the problems or barriers that get in the way here |
| because | Enter the "root cause" of why the problem or barrier exists – *what needs to be solved?* | Describe the reason the problems or barriers exist |
| which makes me feel | Describe the emotions from the customer's point of view – *how does it impact them emotionally?* | Describe the emotions the result from experiencing the problems or barriers |

| Problem Statement (PS) | I am | I'm trying to | But | Because | Which makes me feel |
|---|---|---|---|---|---|
| PS-1 | STUDENT | Get into university of my choice | I am not sure whether I will be admitted | I lack knowledge regarding the admission process and criteria | Anxious |
| PS-2 | TEACHER | Help my students to get into university of their choice | I am not sure whether I am doing my best to ensure admission | I need more knowledge regarding the admission process and criteria to guide them | Concerned |
| PS-3 | CAREER CONSULTANT SERVICE | Guide multiple clients to get admitted into the university of their choice | I cannot keep up with the changing university requirements for multiple universities | The university criteria keeps on changing every year | Over helmed |