

Team ID	PNT2022TMI D45895																			
Project name	Job/Skill Recommender Application																			
Team Leader	S.Kalaiyarasi																			
Team member1	K.Harini																			
Team member2	K.Arthi																			
Team member3	K.Hemalatha																			
<p><b>Customer Problem Statement Template:</b> 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.</p> <table><tr><td><b>I am</b></td><td><small>Describe customer with 3-4 key characteristics - who are they?</small></td><td>Describe the customer and their attributes here</td></tr><tr><td><b>I'm trying to</b></td><td><small>List their outcome or "job" the care about - what are they trying to achieve?</small></td><td>List the thing they are trying to achieve here</td></tr><tr><td><b>but</b></td><td><small>Describe what problems or barriers stand in the way – what bothers them most?</small></td><td>Describe the problems or barriers that get in the way</td></tr><tr><td><b>because</b></td><td><small>Enter the "root cause" of why the problem or barrier exists – what needs to be solved?</small></td><td>Describe the reason the problems or barriers exist</td></tr><tr><td><b>which makes me feel</b></td><td><small>Describe the emotions from the customer's point of view – how does it impact them emotionally?</small></td><td>Describe the emotions the result from experiencing t</td></tr></table> <p>Reference: <a href="https://miro.com/templates/customer-problem-statement/">https://miro.com/templates/customer-problem-statement/</a></p> <p><b>Example:</b></p> <table><tr><td><small>I am</small> a traveler</td><td><small>I'm trying to</small> book flights on my phone</td><td><small>But</small> it takes a long time</td><td><small>Because</small> The website is not responsive and doesn't have a mobile version</td></tr></table>		<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	<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 t	<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
<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																		
<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 t																		
<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																	

## Customer Problem Statement:

<b>Problem Statement (PS)</b>	<b>I am (Customer)</b>	<b>I'm trying to</b>	<b>But</b>	<b>Because</b>	<b>Which makes me feel</b>
PS-1	Job Seeker	Find a job	It takes a long time	I can't find a platform with user friendly features	Hopeless
PS-2	Unemployed	Find a job	It takes a long time	I can't find a right problem	Sad and frustrated
PS-3	Recruiter	Hire a skilled candidate	I can't find a skilled candidate	The platform doesn't provide any skilled applicants	Irritated and unsatisfied
PS-4	Unemployed	Find a job	I can't find a job which suits my skills	I don't have connections with large companies and well skilled people	Disappointing