

Ideation Phase

Define the Problem Statements

| | |
|---------------|----------------------------|
| Date | 11-10-2022 |
| Team ID | PNT2022TMID44153 |
| Project Name | Smart solution for railway |
| Maximum Marks | 2 Marks |

Customer Problem Statement :

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 | I'm trying to | But | Because | Which makes me feel |
|---------------------------|--|-------------------------------|--|---------------------|
| a traveller | book train tickets | it takes a long time | the website is not proper | hopeless |
| A long distance traveller | Get quality food on train | getting only low quality food | station dont have provision for other restuarant | Angry |
| A traveller | get up correctly before my destination | Missing station | not able to get up early | hopeless |
| a hygienic traveller | keep my surroundings cleanin | it is still the same | others arent following it | sad |
| a traveller | looking for seats available | server not responding | loosing available seats | hopeless |

| Problem Statement (PS) | I am (Customer) | I'm trying to | But | Because | Which makes me feel |
|-------------------------------|---------------------------|--|-------------------------------|---|----------------------------|
| PS-1 | A traveller | Book train tickets | It takes a long time | The website is not proper | Hopeless |
| PS-2 | A long distance traveller | Get quality food on train | Getting only low quality food | Station don't have provision for other restaurant | Angry |
| PS-3 | A traveller | Get up correctly before my destination | Missing station | Not able to get up early | hopeless |
| PS-4 | A hygienic traveller | Keep my surrounding clean | It is still the same | Others aren't following it | sad |
| PS-5 | A traveller | Looking for seats available | Server not responding | Loosing available seats | Hopeless |