

Ideation Phase

Define the Problem Statements

Date	15 october 2022
Team ID	PNT2022TMID01238
Project Name	Intelligent vehicle damage Assesement and cost estimator for insurance companies
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.

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

Example:



Problem Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	customer	Maintain proper documentation in all situations	Risk of losing paperwork can put insurance claims at risks	A digital solution i auditor can replace by paper based work most of the time does not maintain in coorrect order	frustrated
PS-2	customer	Authenticate my document	Sometimes claim fraud management occurs	Security level is not much protected	insecure