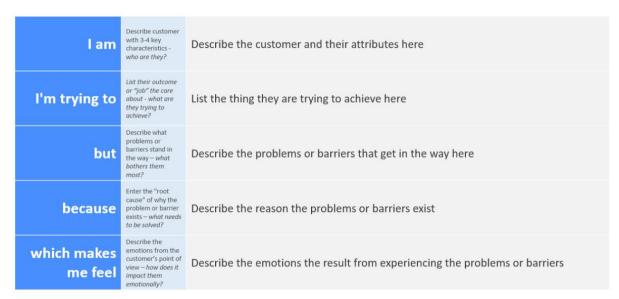
Ideation Phase Define the Problem Statements

Date	19 September 2022
Team ID	PNT2022TMID01338
Project Name	Project - Personal Expense Tracker 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.



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

Example:



Problem	lam	I'm trying to	But	Because	Which makes me
Statement (PS)	(Customer)				feel
PS-1	An employee	Make a monthly budget	There are no facilities to set a budget	I need to save money for my future plans	Frustrated
PS-2	Client- Geetha	The best investment Plans	Who needs high returns from investment plan	I need high returns from the investment	More efficient
PS-3	A Manager	To know the premium schedule.	Alert for premium schedule	To reduce the premium monthly expenses for paying premium	Not smart enough
PS-4	Client - Loki	To record the expenses and income of individual	Can't able to access	Lack of internet connection	Disappointed
PS-5	Client- Maha	To record the expenses and income of individual	Request denied	Limited accessibility in tracking	Frustated
PS-6	Client- Nirm	Keep track of my expenses	Can't categorize the various types of expenses	There is no option to organize the various expenses	Uncomfortable