

## Ideation Phase

### Define the Problem Statements

|               |                        |
|---------------|------------------------|
| Date          | 19 September 2022      |
| Team ID       | PNT2022TMID43816       |
| Project Name  | Web Phishing detection |
| 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.

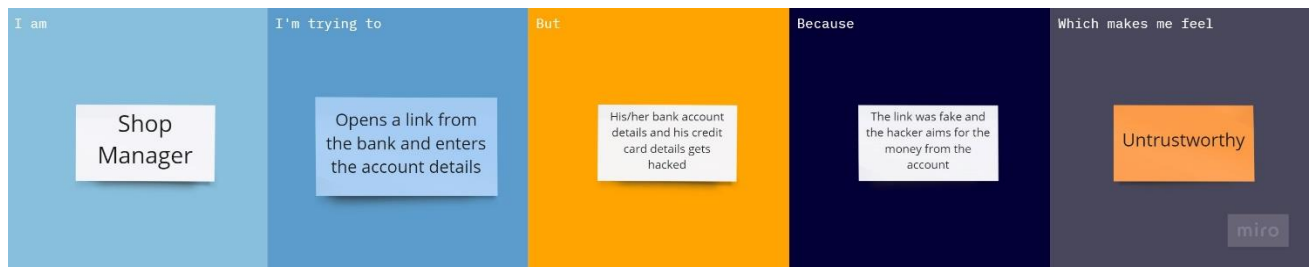
A well-articulated customer problem statement allows you and your team to find the ideal solution for the challenges your customers face. Throughout the process, you'll also be able to empathize with your customers, which helps you better understand how they perceive your product or service.

|                            |  |   |
|----------------------------|--|---|
| <b>I am</b>                | Describe customer with 3-4 key characteristics - who are they?                                 | Describe the customer and their attributes here                             |
| <b>I'm trying to</b>       | List their outcome or "job" the care about - what are they trying to achieve?                  | List the thing they are trying to achieve here                              |
| <b>but</b>                 | Describe what problems or barriers stand in the way - what bothers them most?                  | Describe the problems or barriers that get in the way here                  |
| <b>because</b>             | Enter the "root cause" of why the problem or barrier exists - what needs to be solved?         | Describe the reason the problems or barriers exist                          |
| <b>which makes me feel</b> | 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 1:



## Problem 2:



## Problem 3:



| Problem Statement (PS) | I am (Customer) | I'm trying to   | But  | Because  | Which makes me feel |
|------------------------|-----------------|---|--|--|---------------------|
| PS-1                   | Student         | Opens a compromised link and enters the credentials       | Gets Hacked  | It was a fake website  | Insecure            |
| PS-2                   | Shop Manager    | Opens a link from the bank and enters the account details | His/her bank account and his/her credit card details gets hacked | The link was fake and the hacker aims for money from the account | Untrustworthy       |
| PS-3                   | Student         | Opens a link to get study materials online                | System gets hacked   | The link was an unauthorized one                                 | Disappointed        |