

Ideation Phase

Define the Problem Statements

Date	19 September 2022
Team ID	PNT2022TMID07421
Project Name	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.

I am	Describe customer with 3-4 key characteristics - <i>who are they?</i>	Describe the customer and their attributes here
I'm trying to	List their outcome or "job" the care about - <i>what are they trying to achieve?</i>	List the thing they are trying to achieve here
but	Describe what problems or barriers stand in the way - <i>what bothers them most?</i>	Describe the problems or barriers that get in the way here
because	Enter the "root cause" of why the problem or barrier exists - <i>what needs to be solved?</i>	Describe the reason the problems or barriers exist
which makes me feel	Describe the emotions from the customer's point of view - <i>how does it impact them emotionally?</i>	Describe the emotions the result from experiencing the problems or barriers

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	Financier	Use the expense calculation without using internet	It is impossible	It requires very high speed internet connection	Frustrated
PS-2	User	Make monthly financial calculations in my android application	Make monthly financial	It requires more steps to add new extra table	Disappointed
PS-3	Accountant	Save my monthly calculations in dataset for future references	No storage or backup facility in other expense applications	The expense applications are collaborated with cloud	Anxious
PS -4	Employee	Track my expenses in monthly and in the end of the month I want to know the difference between previous month and this month	None of the applications has to display the difference between two months expense	It has to collaborated with cloud and track each and every year expense	Depressed

