

Ideation Phase

Define the Problem Statements

Date	17 October 2022
Team ID	PNT2022TMID35642
Project Name	Project – University Admit Eligibility Predictor
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 - who are they?	Describe the customer and their attributes here
I'm trying to	List their outcome or "job" the care about - what are they trying to achieve?	List the thing they are trying to achieve here
but	Describe what problems or barriers stand in the way - what bothers them most?	Describe the problems or barriers that get in the way here
because	Enter the "root cause" of why the problem or barrier exists - what needs to be solved?	Describe the reason the problems or barriers exist
which makes me feel	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

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	Student	Predict my chances of getting into a university	Unaware of the eligibility criteria of the university	I do not have anyone with sufficient knowledge to consult	Anxious
PS-2	Student	Find out the best universities based on current year's admission criteria	Unaware about the process	I do not have anyone with sufficient knowledge to consult	Depressed
PS-3	Student	Figure out the best suitable course for me	Unfamiliar about the courses offered by the university	I do not have enough resources about the university	Confused
PS-4	Student	Enrol into a university	Unaware about the scholarships that the universities provide	I do not have anyone with sufficient knowledge to consult	Restless
PS-5	Student	Figure out the answers for FAQs	Unaware of the website	I do not have enough resources about the university	Perplexed



