

Ideation Phase

Define the Problem Statements

| | |
|---------------|---|
| Date | 4 October 2022 |
| Team ID | PNT2022TMID29677 |
| Project Name | Project -IoT Based Safety Gadgets for Child Monitoring and Notification |
| 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.

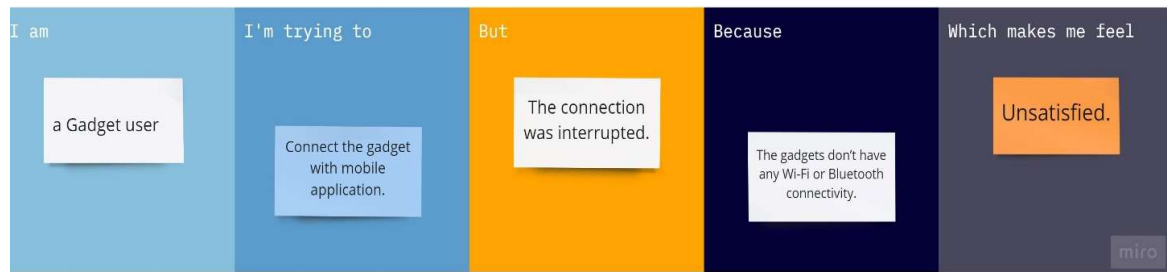
A well-articulated customer problem statement allows you and your team to find the ideal solution for the challenges your customers face. Throughout the process, you'll also be able to empathize with your customers, which helps you better understand how they perceive your product or service.

| | | |
|----------------------------|--|---|
| 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/app/board/uXjVPQpm0yE=

Example:

| | | | | |
|---------------|---|--|---|---------------------|
| I am | I'm trying to | But | Because | Which makes me feel |
| a Gadget user | Find the current location of the gadgets. | I can only view the last active location of the gadget | The Mobile application doesn't have a feature of tracking the current location. | Disappointed. |



| Problem Statement (PS) | I am (Customer) | I'm trying to | But | Because | Which makes me feel |
|------------------------|-----------------|--|---|---|---------------------|
| PS-1 | a Gadget user | Find the current location of the gadgets. | I can only view the last active location of the gadget. | The Mobile application doesn't have a feature of tracking the current location. | Disappointed. |
| PS-2 | a Gadget user | Connect the gadget with mobile application | The connection was interrupted. | The gadgets don't have any Wi-Fi or Bluetooth connectivity. | Unsatisfied. |