

Ideation Phase

Define the Problem Statements

Date	30 September 2022
Team ID	PNT2022TMID01193
Project Name	AI BASED DISCOURSE FOR BANKING INDUSTRY
Maximum Marks	2 Marks

Customer Problem Statement Template:

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

Miro Link: https://miro.com/app/board/uXjVPRFi7M8=/?share_link_id=290339262419

I am	I'm trying to	But	Because	Which makes me feel
a customer	recharge for my prepaid mobile	I cannot pay recharge amount	It shows like your money is not debited	frustrated as I have money in my bank account

I am	I'm trying to	But	Because	Which makes me feel
a customer	make merchant payments	QR code is not scanning	The website is not responsive	I'm afraid as I don't know what to do

Problem Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	Customer	Recharge for my prepaid mobile	I cannot pay recharge amount	It shows like your money is not debited	frustrated as I have money in my bank account
PS-2	Customer	Make merchant payments	QR code is not scanning	The website is not responsive	I'm afraid as I don't know what to do