

Ideation Phase

Define the Problem Statements

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| Date | 06 May 2023 |
| Team ID | NM2023TMID01199 |
| Project Name | Smart Billing system for water suppliers |

Customer Problem Statement Template:

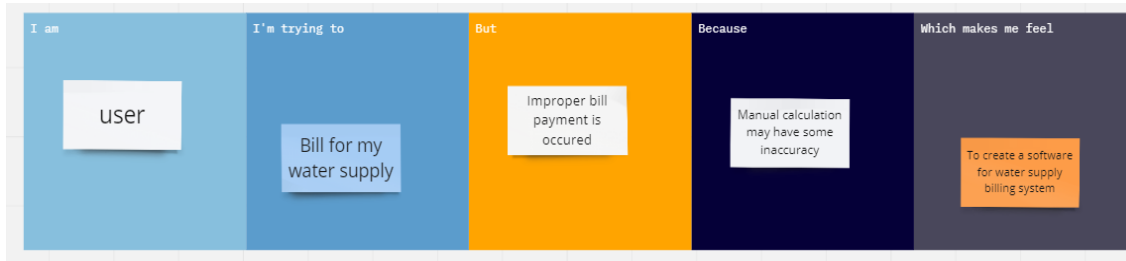
Create a problem statement to understand your customer's point of view. The Customer Problem Statement template helps you focus on what matters to create experiences people will love.

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.

The Problem statement in water supplier point of view is shown below.

| | | |
|---------------------|---|--|
| I am | describe customer and their attributes here | the water supplier |
| I'm trying to | list the thing the are trying to achieve here | provide a water to needy |
| but | describe the problems or barriers that get in the way here | billing process is inaccurate may leads to huge financial loss |
| because | describe the reason the problems or barrier exists | Malpractices are done while billing by the customers |
| which makes me feel | describe the emotions the result from experiencing the problems or barriers | to provide an efficient water billing system for my customers |

Similarly, the problem statement in user point of view is represents as



The various problem statements are defined by the various persons related to water supplies are tabulated below.

| Problem Statement (PS) | I'm a (Customer) | I'm trying to | but | because | Which makes me feel |
|-------------------------------|-------------------------|--|---|---|---|
| PS-1 | Water supplier | Provide a water for some money | Billing system is not effective | Manual calculations of bill may inaccurate in nature | To create an efficient water billing system for customers |
| PS-2 | User | Buy a water from supplier | Many malpractices are done while paying the bill | Unrecognized charges on payment | Proper way of billing system is necessary. |
| PS-3 | Socialist | Save water | Excessive water usage may lead to water scarcity. | Water usage for domestic purpose like washing clothes, utensils, bathing etc., may lead to run-off water. | To provide a water with some amount of cost. So that, people may use it efficiently and don't waste it unnecessarily. |
| PS-4 | Water Supplier | Utilize all types of customers via online billing. | Reaching offline customers who do not access the internet makes the process difficult | They don't have any internet access at all and proper way of communication is lagging here | A regular charge that is made to those people for the use of their local water supply. |

Reference link: 1. https://miro.com/app/board/uXjVMLDwLvQ=?share_link_id=673506632823

2. https://miro.com/app/board/uXjVMLDwKcl=?share_link_id=432138224679