Ideation Phase

Define the Problem Statements

Date	30 September 2022
Team ID	PNT2022TMID07965
Project Name	AI BASED DISCOURSE FOR BANKING INDUSTRY
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

Example

Problem Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	I'm a existing customer in bank (new to net banking)	I'm trying to check account statement through online (net banking)	But I'm unable to get a copy of account statement	Because of I'm new to this I don't know where to go & select	Which makes me feel clueless
PS-2	I'm a customer meeting the bank officals	I'm trying to submitting the gold loan application form .	But I'm unable to approval of the gold loan.	Because of I'm new to technical check & legal verification.	Which makes me feel annoyed.