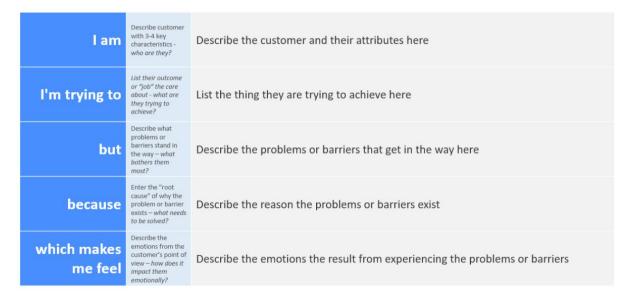
Ideation Phase Define the Problem Statements

Date	16 June 2025		
Team ID	LTVIP2025TMID59319		
Project Name	ResolveNow: Your Platform for Online		
	Complaints		
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.



Reference: https://miro.com/templates/customer-problem-statement/

Example:



Problem	I am	I'm trying	But	Because	Which makes me
Statement (PS)	(Customer)	to			feel
PS-1	a citizen	register a	I don't know	most platforms	
	with an	complaint	where or	are confusing or	frustrated and
	issue to	online	how to file it	lack proper	helpless
	report		effectively	interfaces	
PS-2	someone	track the	I get no	the current	
	who already	status of	updates or	system lacks real-	ignored and
	raised a	my	transparency	time updates or	unimportant
	complaint	complaint		communication	