# Define the Problem Statements

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Team ID: LTVIP2025TMID53834

Project Name: Resolve Now: 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/

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| Problem Statement (PS) | I am (Customer) | I’m trying to | But | Because | Which makes me feel |
| PS-1 | A citizen who has a complaint about public services (like water supply or road maintenance) | register my complaint online in a fast and clear way | the current platforms are hard to use and slow to respond | they are outdated, not mobile-friendly, and lack proper tracking | ignored, frustrated, and powerless |
| PS-2 | A government support staff or complaint-handling agent | manage and resolve complaints efficiently | I don’t get real-time notifications or proper complaint assignment | the system lacks automation, smart routing, and updates | overworked, stressed, and ineffective |