**Ideation Phase**

**Define the Problem Statements**

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| Date | 22 June 2024 |
| Team ID | SWTID1720019632 |
| Project Name | HOUSE RENT APP USING MERN |
| Maximum Marks | 3 Marks |
| Team Members | * Madhavv Viswanath K * Mohnishwar D * Hiruthick SM * Ganesh S |

**Customer Problem Statement:**

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.

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| **Problem Statement (PS)** | **I am (Customer)** | **I’m trying to** | **But** | **Because** | **Which makes me feel** |
| PS-1 | Tenent/Renter | Rent a house posted on the site using mobile/laptop | It takes much time to load the available houses and Images | The site’s server is slow and it takes time to fetch the image and load in the UI | Frustrated and May does not visit the site again |
| PS-2 | Owner | To Post a House in the site for sale using phone/laptop by filling a Form and uploading Documents | Difficult to upload the necessary documents and doesn’t support all image formats. | The website may only support specific file formats. If you are trying to upload a file format that is not supported, the upload will fail. | Confused and Looks for Alternative site if the issue persists |