

# Customer Problem Statement Template

I am	I'm trying to	But	Because	Which makes me feel
<div>a transport admin managing daily bus trips</div> <div>a conductor in the RTC</div> <div>a driver assigned to daily routes</div>	<div>track buses and passenger data easily</div> <div>submit daily trip and fare data</div> <div>know my duty timings and assigned buses</div> <div>get reports on daily revenue and trips</div>	<div>I rely on scattered spreadsheets</div> <div>I spend time on paperwork and reports</div> <div>I get updates late or manually</div>	<div>the current system is manual and lacks integration</div> <div>there's no automated system to log and calculate fares</div> <div>there is no centralized schedule or notification system</div> <div>data is not updated in real-time or visualized effectively</div> <div>we don't have a single digital employee system</div> <div>there is no dashboard or analytical tool for instant insights</div>	<div>overwhelmed and stressed</div> <div>frustrated and exhausted</div> <div>confused and underprepared</div> <div>delayed and uninformed</div> <div>burdened and inefficient</div> <div>blind and reactive</div>