## **Customer Problem Statement Template**

Which makes me feel	confused and underprepar ed	blind and reactive	
	frustrated and exhausted	burdened and inefficient	
	overwhelme d and stressed	delayed and uninformed	
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Because	there is no centralized schedule or notification system	there is no dashboard or analytical tool for instant insights	
	there's no automated system to log and calculate fares	we don't have a single digital employee system	
	the current system is manual and lacks integration	data is not updated in real-time or visualized effectively	
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	l get updates late or manually	it takes days to compile from each station	
	I spend time on paperwork and reports	the data is spread across papers and files	
	I rely on scattered spreadsheets	I receive them only after end-of- day	
But			
	know my duty timings and assigned buses	analyze trip efficiency and passenger count	
	submit daily trip and fare data	update staff information and shifts quickly	
I'm trying to	track buses and passenger data easily	get reports on daily revenue and trips	
E	a driver assigned to daily routes	a transport director evaluating performance	
	a conductor in the RTC	a manager responsible for employee records	
	a transport admin managing daily bus trips	a transport department officer	
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