IDEATION PHASE
Define the Problem Statements

Date	8 November 2025
Team ID	NM2025TMID01558
Project Name	Calculating Family Expenses Using Service Now
Maximum Marks	2 Marks

Customer Problem Statement Template:

Families face difficulties when trying to track daily expenses contributed by different members. Manual calculation often leads to confusion, missing entries, and incorrect totals. When expenses are updated or forgotten, it becomes difficult to maintain accurate financial records and understand how much was actually spent on a particular day.

They need a system that automatically calculates the total amount spent based on individual entries, ensuring accurate and error-free expense tracking. A centralized summary helps maintain transparency among family members, reduces manual work, and prevents calculation mistakes.

By automating the process, families can save time, improve financial planning

	Problem	Description	Automated Solution
	Manual Calculation Errors	Incorrect totals due to human miscalculations	Automated Calculation: App auto-sums expenses
	Missing Entries	Frogotten purchases not logged	Reminder Notifications: App prompts to log expenses
	Scattered Records	Receipts/notes in multiple places	Centralized Dashboard: All records stored in one app
	No Real-Time Updates	Delayed expense reflection	Live Sync: App updates immediately after entry
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	Lack of Transparency	Family members unaware of spending	Shared Access: All members view real-time data
	Budget Planning Difficulty	Hard to track against budget	Budget Alerts: App notifies when接近 budget limits

Example:

Problem Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	A family member responsible for tracking expenses	Record and calculate daily expenses correctly	The totals become confusing and inaccurate	All expenses need to be added manually from different members	Frustrated and unable to check spending quickly
PS-2	A person managing the family budget	View the total money spent for a specific date	There is no automatic total calculation	Individual expenses are stored separately without consolidation	Frustrated and unable to check spending quickly

Problem Statement PS-1

As a family member responsible for tracking household expenses, I am trying to maintain clear daily records of how much each member spends.

But the process becomes difficult and confusing when we calculate totals manually.

Because expenses are written in notes, chat messages, or remembered verbally,

which makes me feel frustrated and unsure whether the totals are correct.

Manual tracking often causes errors, missing entries, and incorrect totals.

I need a digital system that stores each person's daily expenses and automatically calculates the total to avoid confusion and mistakes.

Problem Statement PS-2

As the person managing the family budget, I want to clearly see how much total money is spent each day without manually adding the values.

However, there is no automatic system today to combine everyone's expenses.

This leads to delayed calculations, wrong totals, and difficulty planning monthly spending.

A consolidated table that automatically updates totals when new expenses are added would improve accuracy, transparency, and decision-making.