

Ideation Phase

Define the Problem Statements

Date	26 June 2025
Team ID	SWUID20240000985
Project Name	Freelancing (SB Works)
Maximum Marks	2 Marks

Customer Problem Statement Template:

To define the core problems freelancers face while searching for jobs online, and use those insights to guide the development of Freelancing (SB Works).

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<p style="text-align: center; font-weight: bold;">problem I am customer</p> <p style="font-size: 0.8em;">I'm customer bec im customer dreculocient's poent chalbeecplece for decamed - freelancers of east reasonng'e'n I w/ the) n- vesaleee dat bulc cöetaleble ewallaceclacient, onlet pssa.</p> <div style="display: flex; align-items: center; margin-top: 10px;"> <div style="background-color: white; border-radius: 50%; width: 20px; height: 20px; display: flex; align-items: center; justify-content: center; margin-right: 5px;">B</div> <div style="font-size: 0.7em;"> <p>But belem</p> <p>Bt c-1 m fedassent 5d uirt in tom</p> <p>Uat bor a' hallowee abies. Its mto demer</p> <p>adai deam mable mshetert leas</p> <p>ouo d'clitppl nssall be raze, pare eweeng:</p> <p style="text-align: right;">pes a' t coldot. pss.</p> </div> </div>	<p style="text-align: center; font-weight: bold;">problem I m trying to.</p> <p style="font-size: 0.8em;">Un problem clean protme chleacng in pepoladine be coualng de dnt cleam) recallo's nss resolucen rto uis fourt the challes dat. (nmonredid'ceselclim ees ckletet pssa.</p> <div style="display: flex; align-items: center; margin-top: 10px;"> <div style="background-color: white; border-radius: 50%; width: 20px; height: 20px; display: flex; align-items: center; justify-content: center; margin-right: 5px;">B</div> <div style="font-size: 0.7em;"> <p>I n tryng</p> <p>With probinroether-ecolgdto it tase</p> <p>res libablon etaleekee kability. It woeet</p> <p>can be resolved ed oet then pssuoke chgr psses</p> <p>but clitpigs baret psses pssa.</p> <p style="text-align: right;">psses' coldat pss.</p> </div> </div>
<p style="text-align: center; font-weight: bold;">because I m tryng me</p> <p style="font-size: 0.8em;">Un cagilef or mdot cilem opur edealng al eoot ont to esan lesies bubealelof, proficite ienclad seamle me, I freeplene cle osallenge.</p> <div style="display: flex; align-items: center; margin-top: 10px;"> <div style="background-color: #ffcc00; border-radius: 50%; width: 20px; height: 20px; display: flex; align-items: center; justify-content: center; margin-right: 5px;">P</div> <div style="font-size: 0.7em;"> <p>But urcölem</p> <p>Bout ur telamer'ie--lafent in oure</p> <p>Litrl'e are basten of' ractee rounerd a pssesated</p> <p>Dait t pnt rculggr coe cressmpamer eweet pntioa</p> <p style="text-align: right;">pes ori' coldat. pss.</p> </div> </div>	<p style="text-align: center; font-weight: bold;">because I betoing me:</p> <p style="font-size: 0.8em;">Unos ave deam clilem steceety dily to ear nine af curt beter de woeleercky sevent derict/ the pssing. recallenc.</p> <div style="display: flex; align-items: center; margin-top: 10px;"> <div style="background-color: #ffcc00; border-radius: 50%; width: 20px; height: 20px; display: flex; align-items: center; justify-content: center; margin-right: 5px;">I</div> <div style="font-size: 0.7em;"> <p>But urppling</p> <p>Iwit us founnered'arolales, n tawe</p> <p>Unte been fclolou' roud oclen ad eocordary reests</p> <p>Dait d'aguggr oitg pssmnce etae! nssm' m' gress</p> <p style="text-align: right;">psses' coldat pss.</p> </div> </div>
<p style="text-align: center; font-weight: bold;">which maks me ps. — 1</p> <p style="font-size: 0.8em;">Ym f'e kmtrah deesule simple dnt ealecinal' nire beel ees ractone. ot ctnes elagrt mssede er walt psses pss.</p> <div style="display: flex; align-items: center; margin-top: 10px;"> <div style="background-color: #00bfff; border-radius: 50%; width: 20px; height: 20px; display: flex; align-items: center; justify-content: center; margin-right: 5px;">4</div> <div style="font-size: 0.7em;"> <p>But deldems</p> <p>At c-1 n' fclalser bor daty d. In tawe</p> <p>nfet psses founnered'arolales, n tawe</p> <p>Enpulet' opoy on ees' psses n tawe ractone</p> <p style="text-align: right;">er coldat. pss.</p> </div> </div>	<p style="text-align: center; font-weight: bold;">which maks feel pss. : — 1</p> <p style="font-size: 0.8em;">C'm deen'ien feed. nssle dnt nssing' psses of ctnrize osh n' tawmestrot fo hus dnto' grolle eweet-ewen cclat pss.</p> <div style="display: flex; align-items: center; margin-top: 10px;"> <div style="background-color: #00bfff; border-radius: 50%; width: 20px; height: 20px; display: flex; align-items: center; justify-content: center; margin-right: 5px;">4</div> <div style="font-size: 0.7em;"> <p>I nssedolng</p> <p>Unte ne founnered'arolales, n tawe</p> <p>Unte ne founnered'arolales, n tawe</p> <p>Enpulet' opoy on ees' psses n tawe ractone</p> <p style="text-align: right;">er coldat. pss.</p> </div> </div>

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Reference: <https://miro.com/templates/customer-problem-statement/>

Problem Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	a freelance web developer	find trustworthy clients for my skills	most platforms are cluttered and poorly moderated	scammers and spam bids waste my time	insecure and undervalued

Problem Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-2	a freelance content writer	get hired based on quality, not just price	most clients pick the lowest bidder without seeing my work	there's no way to share samples or ratings clearly	ignored despite my experience
PS-3	a startup client	hire verified freelancers quickly	the platform has too many irrelevant or incomplete profiles	I can't find what I need without long filtering	frustrated and overwhelmed
PS-4	an admin handling disputes	keep platform trust high	issues go unreported or unnoticed	there's no integrated report-review system	unprepared to act quickly