

Project Initialization and Planning Phase

Date	15 november 2024
Team ID	SWTID1727420425
Project Name	Amazon cell phone review analysis with nlp technique
Maximum Marks	3 Marks

Define Problem Statements (Customer Problem Statement Template):

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	customer shopping for a new cell phone on Amazon.	find the best phone that fits my needs and budget.	<input type="checkbox"/> it's difficult to make an informed decision due to the overwhelming number of reviews and mixed opinions. <input type="checkbox"/>	there is a lot of conflicting feedback on product quality, battery life, and performance, and I don't know which reviews are trustworthy.	frustrated and unsure about whether I'm making the right purchase.
PS-2	a potential buyer looking to purchase a cell phone on Amazon.	understand the pros and cons of each model based on customer feedback.	the reviews are often too generic, with some not addressing specific features like camera quality or long-term durability.	reviews vary widely and some are hard to trust, as they seem either overly positive or overly negative without providing enough detail	confused and hesitant to purchase because I can't get a clear picture of the product's true quality.
PS-3	a customer comparing different cell	find reviews that give me a balanced	it's hard to filter through biased or fake reviews that	many reviews are either overly positive due to	distrustful and worried that I might end up with

	phone brands on Amazon.	perspective on the phone I am considering.	don't accurately reflect the product's performance.	incentives or overly negative due to isolated experiences.	a product that doesn't meet my expectations.
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