**Ideation Phase**

**Define the Problem Statements**

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| Date | 24 June 2025 |
| Team ID | LTVIP2025TMID33537 |
| Project Name | HealthAI: Intelligent Healthcare Assistant Using IBM Granite Model |
| Maximum Marks | 2 Marks |

**Customer Problem Statement Template:**

Create a problem statement to understand your customer's point of view. The Customer Problem Statement template helps you focus on what matters to create experiences people will love.

A well-articulated customer problem statement allows you and your team to find the ideal solution for the challenges your customers face. Throughout the process, you’ll also be able to empathize with your customers, which helps you better understand how they perceive your product or service.

Graphical user interface, text, application, email

Description automatically generated

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

**Example:**

| **Statement** | **Description** |
| --- | --- |
| **I am** | *Describe the customer and their attributes here* Example: I am a working professional, a parent, or a senior citizen managing chronic health conditions. |
| **I'm trying to** | *List what the customer is trying to achieve* Example: I’m trying to get instant, accurate health advice and personalized treatment recommendations. |
| **But** | *Describe the problems or barriers that get in the way* Example: But I am overwhelmed by unreliable online information and unsure which advice to trust. |
| **Because** | *Describe why the problem or barrier exists* Example: Because there is no easily accessible, trusted AI-based health assistant that provides fast, validated predictions. |
| **Which makes me feel** | *Describe the emotional impact on the customer* Example: Which makes me feel anxious, confused, and helpless about my health decisions. |