**Ideation Phase**

**Define the Problem Statements**

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| --- | --- |
| Date | 20 June 2025 |
| Team ID | LTVIP2025TMID58987 |
| Project Name | **DocSpot:** Seamless Appointment Booking for Health |
| Maximum Marks | 2 Marks |

**Customer Problem Statement Template:**

Identify the key challenges freelancers encounter during their online job hunt and leverage those findings to shape the design and features of Freelance Finder.

**Objective:**

To deeply understand the specific frustrations, needs, and expectations of freelancers during their online job hunt and use this understanding to build a platform that truly addresses those issues.

A diagram of a customer problem statement

AI-generated content may be incorrect.

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

**Customer Problem Statements:**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Problem Statement (PS)** | **I am (Customer)** | **I’m trying to** | **But** | **Because** | **Which makes me feel** |
| PS-1 | an office-going individual with limited free time | schedule a medical consultation without delays or excessive back-and-forth communication | most healthcare providers lack instant online scheduling or visible time slots | their appointment systems are either not digital or poorly integrated | worried and irritated about the delay in getting necessary treatment |
| PS-2 | a primary care doctor operating a private practice | organize appointment slots and reduce last-minute cancellations | the current setup is either fully manual or not aligned with my clinic’s operations | I don’t have the budget or expertise to use high-end healthcare software | overwhelmed and financially strained even though my clinic stays busy |
| PS-3 | A tech-savvy urban patient | book a specialist visit through a seamless digital interface | Many clinics don’t show real-time doctor availability or offer instant confirmations | they rely on outdated tools or disconnected systems | disappointed and unsure if I’ll get timely care when I need it most |