

Ideation Phase

Define the Problem Statements

Date	26 June 2025
Team ID	LTVIP2025TMID30145
Project Name	EduTutor AI: Personalized Learning with Generative AI and LMS Integration
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.

I am	Describe customer with 3-4 key characteristics - <i>who are they?</i>	Describe the customer and their attributes here
I'm trying to	List their outcome or "job" the care about - <i>what are they trying to achieve?</i>	List the thing they are trying to achieve here
but	Describe what problems or barriers stand in the way - <i>what bothers them most?</i>	Describe the problems or barriers that get in the way here
because	Enter the "root cause" of why the problem or barrier exists - <i>what needs to be solved?</i>	Describe the reason the problems or barriers exist
which makes me feel	Describe the emotions from the customer's point of view - <i>how does it impact them emotionally?</i>	Describe the emotions the result from experiencing the problems or barriers

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

Example:



Problem Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	student in secondary or higher education	get personalized help in understanding difficult topics, solving math problems, and preparing for exams.	I struggle to find accurate and level-appropriate help instantly when I get stuck.	most online resources are too generic, not tailored to my subject, or require paid tutors	feel frustrated, left behind, and less motivated to continue learning independently.
PS-2	Teacher managing multiple students with different learning speeds.	track student progress, assign relevant study materials, and provide personalized doubt solving and feedback.	manual evaluation , quiz creation, and feedback is time-consuming and not scalable.	traditional LMS platforms lack AI integration and do not provide automated, intelligent tutoring or performance analysis.	overloaded, less effective, and unable to support each student individually.