

Project Initialization and Planning Phase

Date	15 August 2024
Team ID	LTVIP2024TMID24955
Project Name	SMS Spam Detection - Aiml
Maximum Marks	3 Marks

Define Problem Statements (Customer Problem Statement Template):

As a mobile user, I frequently receive unsolicited and unwanted SMS messages that disrupt my daily activities. These spam messages often contain misleading information, fraudulent offers, or malicious links that put my privacy and security at risk. I need an efficient and reliable solution that can accurately detect and filter out spam messages before they reach my inbox. At the same time, I want to ensure that important or genuine messages, such as appointment reminders or bank notifications, are not mistakenly marked as spam.

Customer Statement	Customer Description	Customer Attributes
I am	A customer who constantly receives unwanted spam messages.	Frustrated, Overwhelmed, and Concerned about security.
I'm trying	To manually filter and delete spam messages from my inbox.	Time-poor, Struggling with managing spam effectively.
But	I can't distinguish between spam and important messages.	Worried about missing critical information or updates.
Because	Spam messages often look legitimate and can be deceptive.	Confused by the similarity between real and spam messages.
Which makes me feel	Anxious that I'll fall for a scam or miss something important.	Vulnerable, Anxious, and seeking better protection.

Example:

Problem Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	Receiving unwanted messages	Filtering	I can't find ham or spam	Often looks like Legitimate	Anxious, Scared of falling in scam
PS-2	Receives Suspicious links in messages	Detecting	I don't know About it	Confused by Ham or Spam	Worried, Seeking peace of mind.

