Ideation Phase Define the Problem Statements

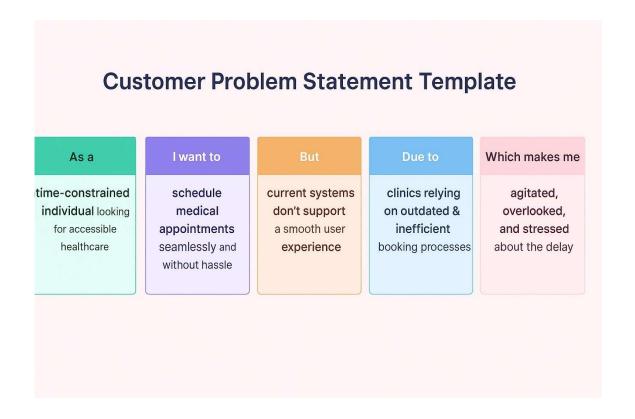
Date	20 June 2025		
Team ID	LTVIP2025TMID58986		
Project Name	DocSpot: Seamless Appointment Booking		
	for Health		
Maximum Marks	2 Marks		

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.



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 officegoing 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 lastminute 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 highend healthcare software	overwhelmed and financially strained even though my clinic stays busy
PS-3	A techsavvy 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digital interface	Many clinics don't show real-time doctor availability or offer instant confirmations	they rely on outdated tools or disconnected systems	disappointed and unsure if I'll get timely care when I need it most