Ideation Phase
Define the Problem Statements

Date	06-07-2024
Team ID	SWTID1720073159
Project Name	Tune Trail
Maximum Marks	3 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.

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	User of a music platform	create an account and log in securely.	the current registration and login process is complicated and time-consuming.	it requires multiple steps and verification methods	frustrated and less inclined to use the app.
PS-2	A music enthusiast	browse a comprehensive list of available songs.	he song listings are incomplete and lack detailed information..	the app doesn't provide adequate song metadata.	disappointed and less engaged with the app
PS-3	a user who loves creating personalized playlists	create personalized playlists.	the playlist creation feature is limited and not user-friendly	it doesn't offer enough options for organizing and customizing playlists.	restricted and unsatisfied with my music experience.
PS-4	Music app user	control music playback seamlessly.	the playback controls are not responsive and lack essential features.	the app has not implemented advanced playback functionalities.	annoyed and less likely to use the app for music playback.
PS-5	a user who often listens to music in areas with poor internet connectivity.	download songs for offline listening.	the app does not support offline listening.	it lacks a download feature for songs.	frustrated and disconnected from my music library
PS-6	user with a large music collection	manage my music library effectively.	the library management tools are insufficient and hard to use.	the app does not provide intuitive options for adding, removing, and organizing songs and playlists.	overwhelmed and less in control of my music collection
PS-7	a user looking to find specific songs, artists, or albums.	Use the search feature	the search functionality is inaccurate and slow.	it does not have robust search algorithms or filters.	frustrated and less motivated to find new music
PS-8	User who likes to personalize their profile	customize my profile with a picture, bio, and other options.	the profile customization options are very limited.	the app does not provide enough features for personalization.	unexpressed and less connected to the app.

PS-9	User who feels confused as to what to listen	Find new music as per my taste	Have no options to generate custom recommendations	The app does not provide such features	Less inclined to engage with the app
PS-10	User who loves the community of music enthusiasts	Publish my engagement with the app	Unable to find a way to do so	Lack of social media features associated with app	Less inclined to engage with the app