

## Ideation Phase

### Define the Problem Statements

Date	26 March 2025
Team ID	SWTID1743701170
Project Name	Book A Doc
Maximum Marks	2 Marks

#### Customer Problem Statement :

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.

Customer Problem Statement				
I am	I'm trying to	But	Because	Which make...
a patient	book an appointment with a doctor without physically visiting the clinic	there is no easy way to check availability or make appointments online	most small clinics and hospitals still use manual or phone-based systems	frustrated and anxious due to long wait times and uncertainty
a doctor	manage my appointments and track patient flow effectively	the current manual process is inefficient and leads to missed appointments	I don't have access to a centralized, automated system	disorganized and overwhelmed
an admin at a hospital/clinic	monitor doctor schedules, manage appointments, and handle payments	it's difficult to track everything manually and there's no integrated system	most existing tools are either outdated or too expensive for small clinics	limited and unable to improve operational efficiency

**Reference:** [https://miro.com/app/board/uXjVIDB6Sj0=/?share\\_link\\_id=548880827939](https://miro.com/app/board/uXjVIDB6Sj0=/?share_link_id=548880827939)

<b>Problem Statement (PS)</b>	<b>I am (Customer)</b>	<b>I'm trying to</b>	<b>But</b>	<b>Because</b>	<b>Which makes me feel</b>
PS-1	patient	book an appointment with a doctor without physically visiting the clinic	there is no easy way to check availability or make appointments online	most small clinics and hospitals still use manual or phone-based systems	frustrated and anxious due to long wait times and uncertainty
PS-2	doctor	manage my appointments and track patient flow effectively	the current manual process is inefficient and leads to missed appointments	I don't have access to a centralized, automated system	disorganized and overwhelmed
PS-3	Admin at a hospital/clinic	monitor doctor schedules, manage appointments, and handle payments	it's difficult to track everything manually and there's no integrated system	most existing tools are either outdated or too expensive for small clinics	limited and unable to improve operational efficiency