

Date	5 March 2025
Team ID	SWTID1741163969147775
Project Name	RhythmicTunes: Your Melodic Companion
Maximum Marks	2 Marks

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.

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

Example:

I am

I'm trying to

But

Because

Which makes me feel

I am

I'm trying to

But

Because

Which makes me feel

A casual music listener

Discover and play my favourite songs easily

The existing options are either cluttered or require unnecessary sign-ups

I just want a simple and quick way to listen to music

Frustrated and uninterested in complicated platforms

Problem Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	A casual music listener	Discover and play my favourite songs easily	The existing options are either cluttered or require unnecessary sign-ups	I just want a simple and quick way to listen to music	Frustrated and uninterested in complicated platforms
PS-2	A user exploring new music	Find new songs based on my preferences	Most platforms push mainstream tracks rather than personalized recommendations	I prefer fresh, unique music rather than what's always trending	Disconnected from my personal taste and less excited about using the platform
PS-3	A multitasker	Listen to music while working or studying	The platform has interruptions like ads or buffering issues	I need a seamless experience without distractions	Annoyed and frustrated with constant disruptions
PS-4	A mobile user	Stream music on my phone with a smooth interface	The UI is not optimized for mobile or lacks essential features	I want a responsive and intuitive design that makes navigation easy	Frustrated and likely to switch to another app