

Ideation Phase

Define the Problem Statements

Date	16 June 2025
Team ID	LTVIP2025TMID32142
Project Name	Sustainable smart City assistant using IBM granite LLM
Maximum Marks	2 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.

Customer Problem Statement Template

I am

I'm trying to

But

Because

Which makes me feel

working citizen

I'm trying to dispose of my household waste in an eco-friendly way.

But I don't know the schedule for recyclable and non-recyclable waste pickup.

Because the information is scattered across different sources and not easily accessible.

Which makes me feel confused and guilty for not doing my part properly.

Problem Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	elderly person	go on daily morning walks.	the air quality is often unhealthy and I don't know when it's safe.	I don't have a simple way to track real-time air quality updates for my neighborhood.	worried and unsafe.
PS-2	College student	report overflowing garbage bins in my area.	I'm not sure where or how to report such issues.	the current complaint process is outdated and lacks transparency.	powerless and ignored.

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