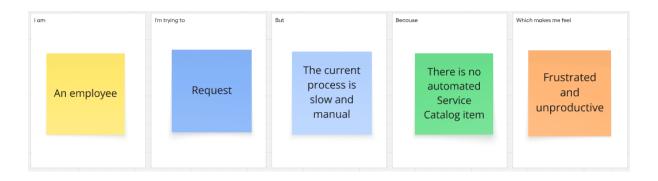
## Ideation Phase Define the Problem Statements

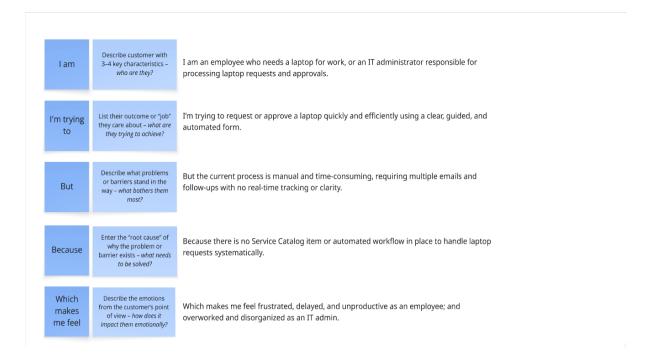
Date	30 October 2025				
Team ID	NM2025TMID08556				
Project Name	Laptop Request Catalog Item				
Maximum	2 Marks				
Marks					

## **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.





Problem Statement	I am (Customer)	I'm trying to	But	Because	Which makes me feel
I am an employee who needs a laptop for remote work, but the request system often crashes and delays my approval.	I am an employee in the organization who needs a laptop for my daily work	request a laptop quickly and easily through the system	the current process is manual and time-consuming	there is no automated catalog form or workflow to guide me	frustrated, delayed, and unproductive
I am an IT administrat or trying to process laptop requests, but incomplete details cause delays	I am an IT administrator responsible for managing laptop requests	track and process laptop requests efficiently	there is no centralized or dynamic system to manage approvals and records	all requests come through emails or inconsistent forms	overwhelmed, disorganized, and stressed about tracking errors