

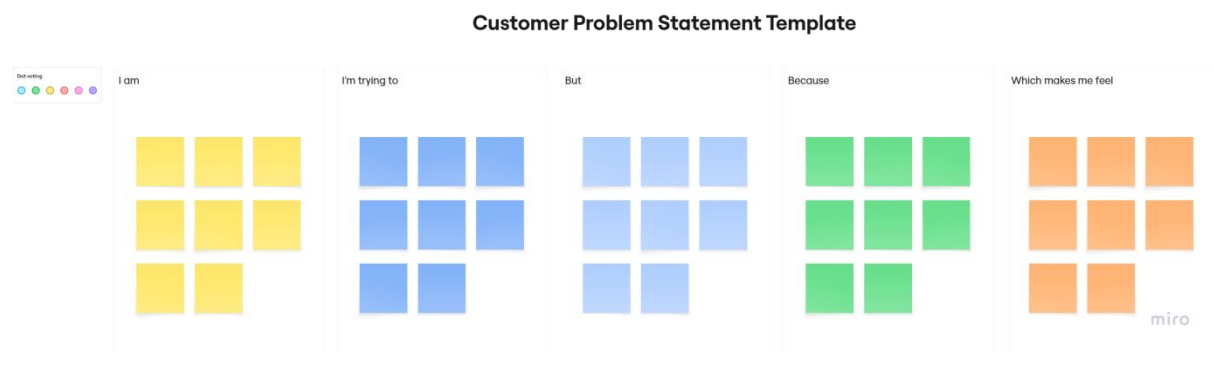
## Ideation Phase

### Define the Problem Statements

Date	25 June 2025
Team ID	LTVIP2025TMID31104
Project Name	Field Service Work Order Optimization
Maximum Marks	2 Marks

#### Customer Problem Statement Template:

Creating a problem statement from the customer's perspective is essential for designing solutions that address their needs. The Customer Problem Statement template helps the team focus on customer challenges in field service work order processes, fostering empathy and enabling the development of solutions that enhance efficiency and satisfaction.



#### Example:



Problem Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	A field service technician	Complete work orders efficiently and on time	I receive work orders with incomplete information or last-minute schedule changes.	The current scheduling system lacks real-time updates and integration with field data.	Frustrated and stressed, as I cannot plan my day effectively or meet customer expectations.
PS-2	A customer awaiting field service	Get timely updates on when a technician will arrive to resolve my issue.	I receive vague or no communication about the technicians arrival time.	The work order system does not provide real-time tracking or automated notifications	Anxious and dissatisfied, as I have to adjust my schedule without clear information.

#### Next Steps:

- Analyze Problem Statements: Review PS-1 and PS-2 to identify key pain points and prioritize solutions.
- Brainstorm Solutions: Use these problem statements to guide ideation sessions for tools like AI-driven scheduling or customer notification systems.
- Prototype Development: Create mockups for solutions addressing technician and customer needs (e.g., real-time scheduling app, customer portal).
- Stakeholder Feedback: Share problem statements and proposed solutions with stakeholders for validation