

Project Initialization and Planning Phase

Date	15 March 2024
Team ID	SWTID1727180793
Project Name	SMS Spam Detection Using NLP
Maximum Marks	3 Marks

Define Problem Statements (Customer Problem Statement Template):

The current SMS messaging system challenges users by exposing them to an increasing number of spam messages, which leads to frustration and security concerns. Users, especially those with limited technical knowledge, often struggle to differentiate between legitimate and spam messages, resulting in wasted time, potential exposure to malicious content, and a negative user experience. These challenges hinder trust in mobile communication platforms and negatively affect user satisfaction. To improve the service and enhance the user experience, we aim to address these issues by implementing an automated SMS spam detection system. By leveraging NLP techniques, we can create an efficient, real-time solution that filters out spam messages, providing users with a secure, seamless, and positive messaging experience.

I am	I'm trying to	But	Because	Which makes me feel
A mobile phone user.	filter spam messages	I keep receiving spam messages, which waste my time and may contain malicious content.	current spam filtering solutions are either ineffective or unavailable on some platforms.	frustrated and insecure about my mobile communication experience.

Example:

Problem Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	I am a mobile phone user .	I'm trying to filter out unwanted SMS messages .	But I keep receiving spam messages, which waste my time and may contain malicious content.	Because current spam filtering solutions are either ineffective or unavailable on some platforms .	This makes me feel frustrated and insecure about my mobile communication experience.