

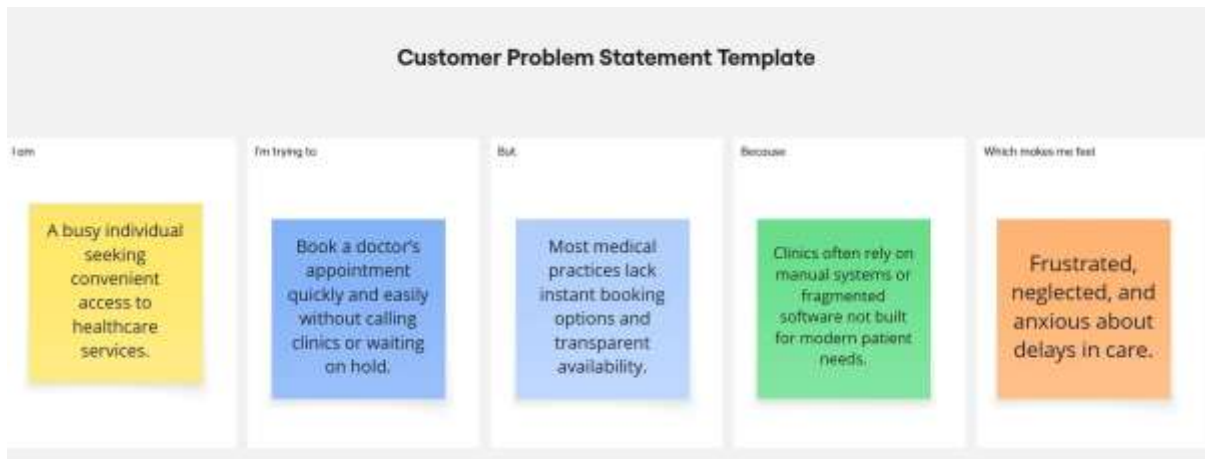
Ideation Phase

Define the Problem Statements

Date	29 June 2025
Team ID	LTVIP2025TMID58951
Project Name	Docspot: Seamless Appointment Booking For Health
Maximum Marks	2 Marks

Customer Problem Statement Template:

Booking a doctor's appointment has never been easier. With our convenient online platform, you can quickly and effortlessly schedule your appointments from the comfort of your own home. No more waiting on hold or playing phone tag with busy receptionists.



Reference: <https://miro.com/templates/customer-problem-statement/>

Problem Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	a working professional with a tight schedule	book a doctor's appointment quickly without phone calls or long wait times.	most clinics don't have real-time booking systems or clear availability info	their systems are outdated or fragmented	frustrated and anxious about my health getting worse while waiting.
PS-2	a general physician running a small clinic.	manage patient bookings efficiently and reduce	my current tools are manual or not tailored to	I can't afford or understand complex clinic	stressed and underpaid despite my busy schedule.

		no-shows.	healthcare workflows.	manageme nt systems.	
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