# Customer Problem Statement :

A customer problem statement helps the team stay focused on solving real-world issues users face while hosting or attending online meetings and virtual sessions. These statements were formed by empathizing with the target users—students, remote workers, educators, and professionals—and analyzing their behaviors, challenges, and frustrations.

In today's digital-first world, efficient and secure video communication is essential, yet many users encounter barriers with existing video conferencing platforms. These include lack of data privacy, difficult interfaces, high subscription fees, limited control features, and compatibility issues across devices and networks. Whether it's students attending online classes, employees working remotely, or businesses conducting virtual meetings, the need for a reliable and user-friendly solution is more urgent than ever.

This project aims to develop a modern and secure video conferencing platform – **VIDEOCON** – using the MERN stack (MongoDB, Express.js, React.js, Node.js). The application will centralize real-time video communication tools, simplify meeting creation and participation, and ensure a seamless and trustworthy virtual experience.

**Key Problems Identified:**

- **Complex User Interfaces**: Many existing apps have overwhelming or non-intuitive designs, especially for non-tech-savvy users**.**
- **Security and Privacy Concerns:** Users are increasingly worried about unauthorized access, data breaches, and privacy violations during video calls.

- **Lack of Customization and Control:** Meeting hosts often have limited options for managing participants or customizing sessions according to their needs**.**

- **Limited Real-Time Features:** Tools such as screen sharing, chat, and session recording are often limited or locked behind paywalls**.**

- **High Costs:** Subscription-based models make professional-grade video conferencing inaccessible to smaller teams, students, or individuals**.**

- **Poor Performance in Low Bandwidth:** Many platforms fail to deliver a stable experience in poor network conditions, leading to user dissatisfaction**.**

## Our Goal:

To build a **secure, scalable, and intuitive video conferencing web** application that addresses these challenges, offering smooth communication, real-time collaboration, and enhanced control for both hosts and participants..

| Problem Statement ID | I am (Customer) | I'm trying to | But | Because | Which makes me feel |
|---|---|---|---|---|---|
| PS-1 | A college student attending remote classes | Join and participate in online lectures smoothly | The platform lags and crashes during sessions | It's not optimized for low-bandwidth environments | Frustrated and disconnected from learning |
| PS-2 | A teacher managing virtual classrooms | Conduct interactive and controlled sessions | I can't manage participants or share content easily | The platform lacks educational features and proper moderation tools | Powerless and ineffective as an educator |
| PS-3 | A remote worker attending client meetings | Use a professional-grade video conferencing app | Most apps are expensive or require software installations | There is no budget-friendly, browser-based alternative | Annoyed and professionally limited |
| PS-4 | A small business owner hosting team calls | Collaborate remotely with my team securely | The app has security flaws and confusing interfaces | Trust and ease of use are missing | Skeptical and worried about data safety |

## Key Takeaways from Customer Problem Statements

- Students and educators need **stable, interactive, and low-bandwidth-friendly solutions.**
- Working professionals and teams want **a secure, cost-effective, and intuitive platform.**
- Users demand real-time communication features with **privacy, customization, and ease of access.**
- Emotional pain points **include frustration, helplessness, skepticism, and a sense of being professionally handicapped.**