

Ideation Phase Define the Problem Statements

Date	20 feb 2026
Team ID	LTVIP2026TMIDS79716
Project Name	ToyCraft Tales: Tableau's vision into toy manufacturer data
Maximum Marks	2 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.

Problem Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	A toy company manager	Understand toy sales and product trends	The raw data is complicated and unclear	There's no easy way to visualize the data efficiently	Frustrated and unsure about decisions

PS-2	A supply chain executive	Manage toy inventory effectively	I can't track stock levels clearly	The reports are outdated and lack visual insights	Worried about overstock or shortages
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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.

I am	Describe customer with 3-4 key characteristics - who are they?	Describe the customer and their attributes here
I'm trying to	List their outcome or "job" the care about - what are they trying to achieve?	List the thing they are trying to achieve here
but	Describe what problems or barriers stand in the way - what bothers them most?	Describe the problems or barriers that get in the way here
because	Enter the "root cause" of why the problem or barrier exists - what needs to be solved?	Describe the reason the problems or barriers exist
which makes me feel	Describe the emotions from the customer's point of view - how does it impact them emotionally?	Describe the emotions the result from experiencing the problems or barriers

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

Example:

2.2 EMpathy map

