Project Initialization and Planning Phase

Date	2 July 2024
Team ID	SWTID1720093035
Project Name	TechPart Vision
Maximum Marks	3 Marks

Define Problem Statements (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. A well-articulated customer problem statement allows you and your team to find the ideal solution for your customers' challenges. 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.

Problem Statements

I am	I'm trying to	But	Because	Which makes me feel
An e-commerce platform specializing in computer hardware	Enhance user experience by accurately categorizing millions of hardware products	Enhance user experience by accurately categorizing millions of hardware products	We need to streamline the search and purchase process for customers	Frustrated and inefficient

I am	I'm trying to	But	Because	Which makes me feel
A computer repair service provider	Expedite troubleshooting and part replacement processes	Manually identifying and retrieving relevant information for components is slow	We need to minimize downtime and provide quick service to customers	Pressured and delayed

Problem Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	An e-commerce platform specializing in computer hardware	Enhance user experience by accurately categorizing millions of hardware products	The process is time-consuming and prone to errors with manual classification Manually	We need to streamline the search and purchase process for customers. We need to	Frustrated and inefficient
PS-2	A computer repair service provider	Expedite troubleshooting and part replacement processes	y identifying and retrieving relevant information for components is slow	minimize downtime and provide quick service to customers	Pressured and delayed