Ideation Phase
Define the Problem Statements

Date	8 July 2024
Team ID	SWTID1720170691
Project Name	Flight Booking APP
Maximum Marks	3 Marks

Customer Problem Statement Template:
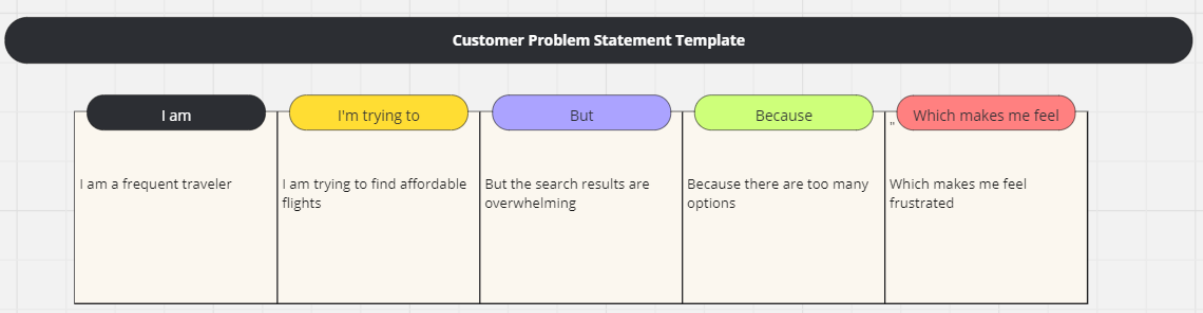
Problem Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	A frequent business traveler.	Book flights quickly and efficiently for my business trips.	The booking process is time-consuming and requires navigating through multiple pages.	The system lacks a streamlined and intuitive interface for frequent flyers.	Frustrated and stressed about wasting valuable time.
PS-2	A family vacation planner.	Find affordable flights for my family.	The search results do not show the best deals or family-friendly options.	The system does not prioritize or filter results based on family needs and budget constraints.	Overwhelmed and worried about overspending on flights.
PS-3	A corporate travel manager.	Book flights for my team efficiently while staying within budget.	It's difficult to manage multiple bookings and track expenses.	The system lacks features for bulk booking and expense tracking.	Stressed and concerned about managing travel logistics and budget compliance.

PS-4	A budget-conscious solo traveler.	Find the cheapest flights available.	The prices fluctuate frequently, and I'm not notified of price drops.	The system does not offer price alerts or historical price trends.	Uncertain and anxious about whether I'm getting the best deal.
PS-5	An elderly traveler who isn't tech-savvy.	Book a flight without complications.	The website is complicated and difficult to navigate.	The system is not user-friendly and lacks a simple, straightforward booking process.	Confused and frustrated about using online booking services.
PS-6	An international traveler planning a multi-destination trip.	Book flights for multiple destinations in a single transaction.	The system does not support multi-city bookings effectively.	It lacks an integrated feature for planning complex itineraries.	Frustrated and anxious about the complexity of planning my trip.