**Ideation Phase**

**Define the Problem Statements**

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| Date | 25 December 2025 |
| Team ID |  |
| Project Name | SkyBooker-Flight-Booking-Application |
| Maximum Marks | 2 Marks |

**Customer Problem Statement Template:**

Flight booking customers struggle with a limited, frustrating experience - they cannot select seats, modify bookings easily, search flexibly by dates, receive real-time updates, forcing them to use multiple platforms or contact support for basic needs, leading to abandoned bookings and customer dissatisfaction.

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| **Problem Statement (PS)** | **I am (Customer)** | **I’m trying to** | **But** | **Because** | **Which makes me feel** |
| PS-1 | I am a frequent traveler | I’m trying to book affordable flights quickly | But flight prices change frequently | Because availability is not shown in real-time | Which makes me feel frustrated and uncertain |
| PS-2 | I am a business traveler | I’m trying to manage multiple bookings efficiently | But platforms lack centralized trip management |  | Which makes travel planning stressful |