

Ideation Phase

Define the Problem Statements

Date	22nd May 2025
Team ID	LTVIP2025TMID52392
Project Name	LearnHub: Your Center for Skill Enhancement
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.

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 case 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

PS-1

I am a college student

I'm trying to learn web development and gain practical skills for future job opportunities

But I can't find a flexible, reliable course that fits my schedule and budget

Because I have limited access to offline learning resources and time constraints

Which makes me feel like I need an online platform that offers quality, self-paced learning with certification support

PS-2

I am an experienced web developer

I'm trying to share my knowledge and create structured online courses

But existing platforms are complex and charge high commissions

Because they prioritize large institutions over individual creators

Which makes me feel like we need an inclusive online learning platform that empowers individual educators with simple tools and fair revenue sharing

Example:



Problem Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	A college student	To learn latest technologies	I can't find relevant courses near me	I stay in a remote village in India	Like we must have an online learning platform that helps me learn skills I want in language I wish
PS-2	A trainer	Offer training session at very affordable prices to learners	Most online learning platforms are charging much	They contain courses created by educators who charge very high	Like we need an online learning platform where individual educators who teach at affordable prices can create courses