**Ideation Phase**

**Define the Problem Statements**

|  |  |
| --- | --- |
| Date | 31 January 2025 |
| Team ID | LTVIP2025TMID59358 |
| Project Name | freelance finder: discovering opportunities, unlocking potential |
| 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.

Graphical user interface, text, application, email

Description automatically generated

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

**Example:**

Chart, treemap chart

Description automatically generated

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Problem Statement (PS)** | **I am (Customer)** | **I’m trying to** | **But** | **Because** | **Which makes me feel** |
| PS-1 | a freelancer | find suitable job opportunities that match my skills | I don't know where to start or which platform to trust | there are too many scattered platforms and fake job listings | confused, overwhelmed, and insecure |
| PS-2 | a client looking to hire talent | find qualified freelancers for my project | it’s time-consuming to filter the right person | profiles are not verified and many lack relevant portfolio or ratings | frustrated and unsure about making the right hire |