

Project Initialization and Planning Phase

Date	26 November 2024
Team ID	SWTID1726490119
Project Name	Toxic Comment Classification for Social Media
Maximum Marks	3 Marks

Define Problem Statements (Toxic Comment Classification on Social Media):

Create a problem statement to understand the social media user's point of view. The **Toxic Comment Classification Problem Statement Template** helps you focus on what matters to create an inclusive and safe environment for users. A well-articulated problem statement allows you and your team to find the ideal solution for tackling online toxicity and ensuring users can engage in positive and constructive online discussions. Throughout the process, you'll also be able to empathize with the users who suffer from online harassment, which helps you better understand how they perceive and experience online interactions.

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 user wants - 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 problems or barriers exist - 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

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

Example:

I am A social media user who engages in online discussions.	I'm trying to Share my thoughts and opinions	But Toxic comments disrupt safe and meaningful conversations.	Because Social media platforms do not filter harmful language effectively.	Which makes me feel Frustrated and unwilling to continue participating.
---	--	---	--	---

Problem Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	A social media user who engages in online discussions.	Share my thoughts without encountering toxic comments.	Toxic comments disrupt safe and meaningful conversations.	Social media platforms do not filter harmful language effectively.	Frustrated and unwilling to continue participating.
PS-2	A content creator on social media.	Create engaging content and have positive interactions with my audience.	Harmful comments and cyberbullying affect my mental well-being.	There are no efficient real-time tools to manage and block harmful content.	Anxious, demotivated, and less inclined to post regularly.