

Ideation Phase

Define the Problem Statements

Date	25 November 2025
Team ID	Sanjeevi M
Project Name	DocSpot – Doctor Appointment Booking System
Maximum Marks	2 Marks

Customer Problem Statement Template:

To define the core challenges faced by patients, doctors, and clinics when scheduling appointments, and use these insights to guide the development of DocSpot.

Problem Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	a patient with a busy schedule	Book a doctor's appointment quickly	Most clinics require calling or waiting in long queues	Booking systems are still mostly manual	Frustrated and inconvenienced.
PS-2	A doctor	Manage my daily appointments without conflict	Patients sometimes overbook or arrive at the wrong time	There is no real-time digital tracking system	stressed and disorganized.