

Define Problem Statements – Ideation Phase

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Team ID: **LTVIP2025TMID31109**

Project Name: **Field Service WorkOrder Optimization**

Customer Problem Statement

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.

Problem Statement (PS-1)

I am: a Field Technician

I'm trying to: receive my work assignments quickly and accurately

But: I often get notified late or not at all

Because: the assignment process is manual and not skill/location-based

Which makes me feel: frustrated, underutilized, and unproductive

Problem Statement (PS-2)

I am: a Service Administrator

I'm trying to: assign WorkOrders efficiently to available technicians

But: it's time-consuming and error-prone to manually match based on skills and availability

Because: there is no automated system to assign and notify technicians

Which makes me feel: overwhelmed and worried about delays or poor service delivery