Ideation Phase

Define the Problem Statements

Date	27 june2025
Team ID	LTVIP2025TMID59171
Project Name	HealthAI: Intelligent Healthcare Assistant Using IBM Granite
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.

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

Example:

Customer Problem Statements – Health AI

Parameter	Problem Statement PS-1	Problem Statement PS-2
I am (Customer)	A working professional living in a semi-urban area	A college student managing my studies and health
I'm trying to	Identify whether my health symptoms require immediate medical attention	Track my health metrics and prevent future illness through early warning signs
But	I don't have time to visit a doctor or access to affordable healthcare services nearby	I lack access to personalized tools or apps that help me understand health trends based on my data
Because	Medical centers are far away, and online health advice is often unreliable or generic	Most apps are either too complex, not AI-driven, or don't provide medical insight
Which makes me feel	Anxious, unsure, and vulnerable about my health decisions	Confused, overwhelmed, and less motivated to monitor my health regularly