**Ideation Phase**

**Define the Problem Statements**

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| --- | --- |
| 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.

Graphical user interface, text, application, email

Description automatically generated

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

**Example:**

Chart, treemap chart

Description automatically generated

**Customer Problem Statements – Health AI**

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| |  |  |  | | --- | --- | --- | | **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 | |