

Ideation Phase

Define the Problem Statements

Date	18 February 2026
Team ID	LTVIP2026TMIDS65799
Project Name	Online Payments Fraud Detection using Machine Learning
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.

I am	Describe customer with 3-4 key characteristics - <i>who are they?</i>	Describe the customer and their attributes here
I'm trying to	List their outcome or "job" the care about - <i>what are they trying to achieve?</i>	List the thing they are trying to achieve here
but	Describe what problems or barriers stand in the way - <i>what bothers them most?</i>	Describe the problems or barriers that get in the way here
because	Enter the "root cause" of why the problem or barrier exists - <i>what needs to be solved?</i>	Describe the reason the problems or barriers exist
which makes me feel	Describe the emotions from the customer's point of view - <i>how does it impact them emotionally?</i>	Describe the emotions the result from experiencing the problems or barriers

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

Example:

I am an online payment user	I'm trying to complete digital transactions safely and quickly	But I am worried about fraudulent transactions and cyber fraud	Because fraud detection systems are not always accurate or real-time	Which makes me feel unsafe and anxious
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Problem	I am	I'm trying to	But	Because	Which makes me feel
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Statement (PS)	(Customer)				
PS-1	an online payment user	complete digital transactions safely and quickly	I am worried about fraudulent transactions and cyber fraud	fraud detection systems are not always accurate or real-time	unsafe and anxious while making online payments
PS-2	a bank or financial institution	protect customers from fraudulent online payment transactions	traditional rule-based systems fail to detect complex fraud patterns	fraudsters continuously develop new techniques	concerned about financial loss and customer trust