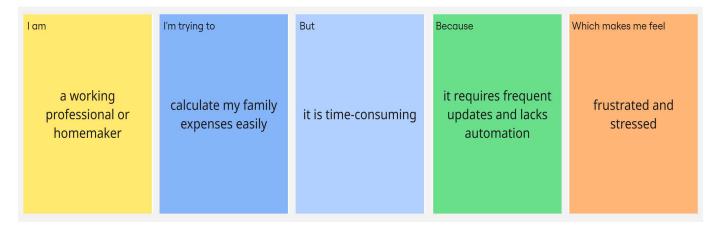
## **Ideation Phase**

## **Define the Problem Statements**

Date	30 October 2025	
Team ID	NM2025TMID08072	
Project Name	Calculating Family Expenses Using ServiceNow	
Maximum Marks	2 Marks	

## **Customer Problem Statement Template**



## **Problem Statement Table**

Problem Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	a working professional or homemaker managing my family's monthly budget	track and record daily, weekly, and monthly family expenses easily	manual tracking using notebooks or spreadsheets is time- consuming	it requires frequent updates, calculations, and lacks automation	frustrated and stressed about losing control over my family's spending
PS-2	a user who wants to improve financial planning	analyze spending patterns and generate reports automatically	there is no centralized platform to visualize and analyze expenses	traditional methods do not provide real-time insights or automated reports	uncertain about my financial status and future savings