

## Ideation Phase

### Define the Problem Statements

Date	6 May 2023
Team ID	NM2023TMID02778
Project Name	Project – Identifying airline passenger satisfaction 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.

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

**USES:** A customer problem statement **outlines problems that your customers face**. It helps you figure out how your product or service will solve this problem for them. The statement helps you understand the experience you want to offer your customers



Problem Statement (PS)	Iam (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	Deaf person	Communicate better	I'm a slow talker	I cannot hear	Inferior
PS-2	Dumb person	Talk effectively using signed language	Sign language cannot be understood by normal people	It is difficult to learn and understand .	Frustrated