

Date	5 March 2025
Team ID	SWTID1741280782158004
Project Name	Rhythmic tunes
Maximum Marks	2 Marks

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:

I am	I'm trying to	But	Because	Which makes me feel
A casual music listener	Discover and play my favourite songs easily	The existing options are either cluttered or require unnecessary sign-ups	I just want a simple and quick way to listen to music	Frustrated and uninterested in complicated platforms

Problem Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	A casual music listener	Discover and play my favourite songs easily	The existing options are either cluttered or require unnecessary sign-ups	I just want a simple and quick way to listen to music	Frustrated and uninterested in complicated platforms
PS-2	A user exploring new music	Find new songs based on my preferences	Most platforms push mainstream tracks rather than personalized recommendations	I prefer fresh, unique music rather than what's always trending	Disconnected from my personal taste and less excited about using the platform
PS-3	A multitasker	Listen to music while working or studying	The platform has interruptions like ads or buffering issues	I need a seamless experience without distractions	Annoyed and frustrated with constant disruptions
PS-4	A mobile user	Stream music on my phone with a smooth interface	The UI is not optimized for mobile or lacks essential features	I want a responsive and intuitive design that makes navigation easy	Frustrated and likely to switch to another app