

CRYPTO MARKET

PMDojo Core Track Week 2|Exploring Problem Space



Crypto Academy Team

Jashan Patel Product Manager *South Africa*



Rhonda Jackson Product Design/ Healthcare IT *Chicago*



Mentor | Manish Saraf Product Manager *India* Carol Brown Healthcare IT/Payroll South Carolina





Identifying The Problem

Investors find it challenging to decide whether or not to invest in cryptocurrency and risk making investment choices with no knowledge on the subject. This makes them second guess whether or not they should invest.









Meet Jacob , He is a young gen z who is early in his career. He is looking for new and cool ways to grow his investments with the bit of income he has and is forward thinking and he loves the idea of decentralization. He prefers taking most of his decision making away from centralized locations , including banks or any specific entity.









Jacob

Young Gen z male 18-25 years old

Wants an investment option that is decentralized, forward thinking and will make them money with minimal initial investment

Problems

- Looking for decentralized and forward thinking ways to solve all their needs
- Not a lot of money to invest initially
- Want to put their money into products that will save them and grow their wealth with an already tight budget
- Love tech but don't understand investing

o Goals

- Decentralization by supporting tech initializes and businesses that favor this
- Make money by investing their small income on the right forward thinking investments or the next big thing

Background story

Meet Jacob , He is a young gen z who is early in his career. He is looking for new and cool ways to grow his investments with the bit of income he has and is forward thinking and he loves the idea of decentralization. He prefers taking most of his decision making away from centralized locations , including banks or any specific entity.

Behaviors

- Look for cheaper alternatives for all products and services
- Spends a lot of time researching decisions, to make sure that they are making the right choices
- Looks for products that will save money first and foremost
- Looks for forward thinking and decentralized options







Meet pam, she is a millennial with a thriving career. She is tech savvy and looks for ways technology can improve her life and is an early adopter and innovator of tech. She has some experience with crypto but is looking for value added buys and ways to navigate the complicated world of crypto





Young millennial 27-42

Pam

Tech savvy looking for ways to use new technology to invest her money

Problems

Goals

- Looking for tech forward ways to solve all their needs
- Decent amount of money to invest initially
- Want to put their money into products that will make it convenient to solve their problems and optimize their life
- Love tech , has some knowledge of crypto but still finds it challenging to navigate crypto

 Use new technology by buying and using products that they see as tech forward and that provide

Make more money by investing their money into

different investment options out in the market

convenient ways to solve their problems

Background story

Meet pam, she is a millennial with a thriving career. She is tech savvy and looks for ways technology can improve her life and is an early adopter and innovator of tech. She has some experience with crypto but is looking for value added buys and ways to navigate the complicated world of crypto

Behaviors

- Look for cheaper alternatives for all products and services
- Spends a lot of time researching decisions, to make sure that they are making the right choices
- Looks for products that will make it convenient to solve a problem first and foremost
- Looks for ways to make more money

5









Proto Personas



Meet Tom , he is an established gen x professional with a good amount of money to invest. He is not tech savvy but understands investments and has heard all the hype around crypto. He would like to explore the option but doesn't know much about tech and the cryptocurrency space



Tom

Gen X man 43-58

Not tech savvy but is looking for ways to invest his money and make more money

Problems

- Looking for better ways to solve all their needs
- Good amount of money to invest initially
- Want to put their money into products that will make life convenient but easy to learn
- Love investing but don't understand tech

Background story

Meet Tom , he is an established gen x professional with a good amount of money to invest. He is not tech savvy but understands investments and has heard all the hype around crypto. He would like to explore the option but doesn't know much about tech and the cryptocurrency space

o Goals

- Make life convenient by buying and using products that they see as easy to use and that provide convenient ways to solve their problems
- Make more money by investing their money into different investment options out in the market

Behaviors

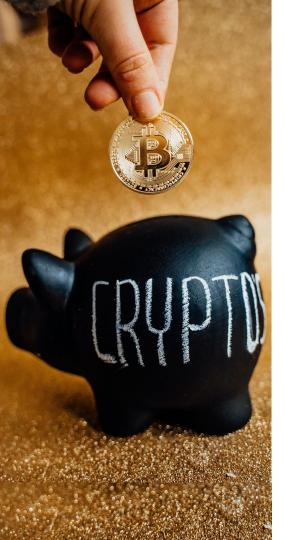
- Look for cheaper alternatives for all products and services
- Spends minimal time researching decisions, to make sure that they are making the right choices
- Looks for products that will make it convenient to solve a problem first and foremost
- Looks for ways to make more money
- Difficulty adopting new technology



User Research Key Insights

- Millennials and Gen Z prefer cryptocurrency over traditional stocks and bonds, Gen X are also interested in learning more
- Investors between the ages of 27-42 are more likely to use cryptocurrency than investors 50 and over
- People are still investing even if they have limited education on cryptocurrency
- People are making emotional versus knowledgeable decisions





8

Big Learnings and Unlearnings

- Recognizing the difference between a solution and a problem
- Shifting our thinking to a customer/user centric perspective
- Discovering that there are so many variations of cryptocurrency



Q&A

Got Questions?