Focus on J&P, tap into BE, understand RC

**Project Title:** 

# 1. CUSTOMER SEGMENT(S)

All aged people are customers.

#### 6. CUSTOMER CONSTRAINTS



What constraints prevent your customers from taking action or limit their of solutions? i.e. spending power, budget, no cash, network connection, available devices.

No cash, available devices like phone are the aspects constraints a patient to take necessary action.

#### 5. AVAILABLE SOLUTIONS

Which solutions are available to the customore when they face the problem

or need to get the job done? What have they tried in the past? What pros & cons do these solutions have? i.e. pen and paper is an

They can scan the disease and can check the level of the disease and they can treat it.

# Explore AS, differentiate

## 2. JOBS-TO-BE-DONE / PROBLEMS

Which jobs-to-be-done (or problems) do you address for your customers? There could be more than one; explore different sides.

When the customer lately diagnoses the disease is considered as a problem.

#### 9. PROBLEM ROOT CAUSE

J&P

What is the real reason that this problem exists? What is the back story behind the need to do

> Though the patient diagnoses the disease through consulting the doctor, it takes more time to cure it.

# RC

#### 7. BEHAVIOUR

BE

i.e. directly related: find the right solar panel installer, calculate usage and benefits;

When the user scans the disease, it suggests the medicines based on the skin disease stage.

### 3. TRIGGERS



What triggers customers to act? i.e. seeing their neighbour installing solar panels, reading about a more efficient solution in the news.

They can quickly detect the stage of disease and get the immediate results and medicines

#### 4. EMOTIONS: BEFORE / AFTER



How do customers feel when they face a problem or a job and afterwards? i.e. lost, insecure > confident, in control - use it in your communication strategy & design.

The customer feels depressed and lack of confident when they have problem.

#### **10. YOUR SOLUTION**



If you are working on an existing business, write down your current solution first, fill in the canvas. and check how much it fits reality.

If you are working on a new business proposition, then keep it blank until you fill in the canvas and come up with a solution that fits within customer limitations, solves a problem and matches customer behaviour.

Customer should follow the medicines and cautions that are suggested.

#### 8. CHANNELS of BEHAVIOUR



#### .1 ONLINE

What kind of actions do customers take online? Extract online channels from #7

# They can easily get the prescriptions in online

#### 8.2 OFFLINE

What kind of actions do customers take offline? Extract offline channels from #7 and use them for customer development.

They have to approach the hospital and get the medicines, suggestions from the doctor.