

Define CS, fit into CC	<p>1. CUSTOMER SEGMENT(S) CS</p> <p>Who is your customer?</p> <p>Existing user or new user registered for raising issue</p>	<p>6. CUSTOMER CONSTRAINTS CC</p> <p>The essential factor is to solve the issue within the time limit this is cloud app based application which gives us a user friendly interface to solve the issue</p>	<p>5. AVAILABLE SOLUTIONS AS</p> <p>The available solutions are helpdesk for ecommerce in developing countries by adopting cloud computing.</p>	Explore AS, differentiate
	Focus on J&P, tap into BE, understand RC	<p>9. PROBLEM ROOT CAUSE RC</p> <p>Agent failed to assign by the admin in that case the customer's problem cannot be resolved.</p>	<p>7. BEHAVIOUR BE</p> <p>Agent will be assigned to a customer and they can track the issues from email.</p>	
Identify strong TR & EM	<p>3. TRIGGERS TR</p> <p>From the existing customer's solved issue new customer can view the progress of the agent's work and Raise their own issue</p>	<p>10. YOUR SOLUTION SL</p> <p>User can register for an account. after the login, they can create the complaint with a description of the problem they are facing each user will be assigned with an agent. They can view the status of their complaint.</p>	<p>8. CHANNELS of BEHAVIOUR CH</p> <p>Whenever the agent is assigned to a customer they will be notified with an email alert. Customers can view the status of the ticket till the service is provided.</p>	Extract online & offline CH of BE
	<p>4. EMOTIONS: BEFORE / AFTER EM</p> <p>The Customer would feel fulfilled and happy once the issue is resolved by the agent</p>			