

## Project Design Phase Problem – Solution Fit Template

Date	27 June 2025
Team ID	LTVIP2025TMID58003
Project Name	FlightFinder:Navigating your Air Travel Options
Maximum Marks	2 Marks

### Problem – Solution Fit Template:

The Problem-Solution Fit simply means that you have found a problem with your customer and that the solution you have realized for it actually solves the customer's problem. It helps entrepreneurs, marketers and corporate innovators identify behavioral patterns and recognize what would work and why

### Purpose:

- ☐ Solve complex problems in a way that fits the state of your customers.
- ☐ Succeed faster and increase your solution adoption by tapping into existing mediums and channels of behavior.
- ☐ Sharpen your communication and marketing strategy with the right triggers and messaging.
- ☐ Increase touch-points with your company by finding the right problem-behavior fit and building trust by solving frequent annoyances, or urgent or costly problems.
- ☐ **Understand the existing situation in order to improve it for your target group.**

### Template:

<div style="display: flex; justify-content: space-between;"> <div style="writing-mode: vertical-rl; transform: rotate(180deg); font-weight: bold;">Define CS, fit into CC</div> <div> <b>1. CUSTOMER SEGMENT(S) <span style="float: right; background-color: #f8d7da; padding: 2px 5px;">CS</span></b>  <small>Who is your customer? I.e. working parents of 0-5 y.o. kids</small> </div> </div>	<div style="display: flex; justify-content: space-between;"> <div></div> <div> <b>6. CUSTOMER CONSTRAINTS <span style="float: right; background-color: #f8d7da; padding: 2px 5px;">CC</span></b>  <small>What constraints prevent your customers from taking action or limit their choices of solutions? I.e. spending power, budget, no cash, network connection, available devices.</small> </div> </div>	<div style="display: flex; justify-content: space-between;"> <div></div> <div> <b>5. AVAILABLE SOLUTIONS <span style="float: right; background-color: #f8d7da; padding: 2px 5px;">AS</span></b>  <small>Which solutions are available to the customers when they face the problem or need to get the job done? What have they tried in the past? What pros &amp; cons do these solutions have? I.e. pen and paper is an alternative to digital notetaking</small> </div> </div> <div style="display: flex; justify-content: flex-end; writing-mode: vertical-rl; transform: rotate(180deg); font-weight: bold;">Explore AS, differentiate</div>
<div style="display: flex; justify-content: space-between;"> <div style="writing-mode: vertical-rl; transform: rotate(180deg); font-weight: bold;">Focus on J&amp;P, tap into BE, understand RC</div> <div> <b>2. JOBS-TO-BE-DONE / PROBLEMS <span style="float: right; background-color: #fff3cd; padding: 2px 5px;">J&amp;P</span></b>  <small>Which jobs-to-be-done (or problems) do you address for your customers? There could be more than one; explore different sides.</small> </div> </div>	<div style="display: flex; justify-content: space-between;"> <div></div> <div> <b>9. PROBLEM ROOT CAUSE <span style="float: right; background-color: #fff3cd; padding: 2px 5px;">RC</span></b>  <small>What is the real reason that this problem exists? What is the back story behind the need to do this job? I.e. customers have to do it because of the change in regulations.</small> </div> </div>	<div style="display: flex; justify-content: space-between;"> <div></div> <div> <b>7. BEHAVIOUR <span style="float: right; background-color: #fff3cd; padding: 2px 5px;">BE</span></b>  <small>What does your customer do to address the problem and get the job done? I.e. directly related: find the right solar panel installer, calculate usage and benefits; Indirectly associated: customers spend free time on volunteering work (I.e. Greenpeace)</small> </div> </div> <div style="display: flex; justify-content: flex-end; writing-mode: vertical-rl; transform: rotate(180deg); font-weight: bold;">Focus on J&amp;P, tap into BE, understand RC</div>
<div style="display: flex; justify-content: space-between;"> <div style="writing-mode: vertical-rl; transform: rotate(180deg); font-weight: bold;">Identify strong TR &amp; EM</div> <div> <b>3. TRIGGERS <span style="float: right; background-color: #d4edda; padding: 2px 5px;">TR</span></b>  <small>What triggers customers to act? I.e. seeing their neighbour installing solar panels, reading about a more efficient solution in the news.</small> </div> </div> <div style="margin-top: 10px;"> <b>4. EMOTIONS: BEFORE / AFTER <span style="float: right; background-color: #d4edda; padding: 2px 5px;">EM</span></b>  <small>How do customers feel when they face a problem or a job and afterwards? I.e. lost, insecure &gt; confident, in control - use it in your communication strategy &amp; design.</small> </div>	<div style="display: flex; justify-content: space-between;"> <div></div> <div> <b>10. YOUR SOLUTION <span style="float: right; background-color: #d4edda; padding: 2px 5px;">SL</span></b>  <small>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.</small> </div> </div>	<div style="display: flex; justify-content: space-between;"> <div></div> <div> <b>8. CHANNELS of BEHAVIOUR <span style="float: right; background-color: #d4edda; padding: 2px 5px;">CH</span></b>  <b>8.1 ONLINE</b>  <small>What kind of actions do customers take online? Extract online channels from #7</small> </div> </div> <div style="margin-top: 10px;"> <b>8.2 OFFLINE</b>  <small>What kind of actions do customers take offline? Extract offline channels from #7 and use them for customer development.</small> </div> <div style="display: flex; justify-content: flex-end; writing-mode: vertical-rl; transform: rotate(180deg); font-weight: bold;">Extract online &amp; offline CH of BE</div>

### 1. CUSTOMER SEGMENT(S) (CS)

#### Who is your customer?

- Frequent air travelers

- College students and working professionals
- Travel agents and families booking group tickets

## 2.JOBS-TO-BE-DONE / PROBLEMS (J&P):

- ☐ Searching for flights easily based on filters like city/date/time
- ☐ Booking round-trip tickets securely
- ☐ Managing and canceling bookings without hassle

## 3.TRIGGERS (TR):

- ☐ Urgent need to book flight for work/travel
- ☐ Promotions and discounts
- ☐ Fear of price increase

## 4.EMOTIONS: BEFORE:

**Before:** Confusion, urgency, lack of trust

**After:** Confidence, peace of mind, relief

## 5.AVAILABLE SOLUTIONS (AS):

- ☐ Other flight booking platforms (e.g., MakeMyTrip, ClearTrip)
- ☐ Booking through travel agents
- ☐ Airline websites