

Project Design Phase

Problem – Solution Fit Template

Date	16 February 2026
Team ID	LTVIP2026TMIDS34705
Project Name	DocSpot – Seamless Doctor Appointment Booking System
Maximum Marks	2 Marks

Problem – Solution Fit Template:

Purpose:

- Solve appointment booking difficulties by providing a simple and digital platform for patients and doctors.
- Increase adoption by using mobile and web applications that match users' daily online behavior.
- Improve communication through instant confirmations, reminders, and real-time updates.
- Build trust by reducing waiting time, avoiding missed appointments, and ensuring transparency.
- Understand current healthcare booking challenges and provide a faster, smarter, and more reliable solution.

Template:

<p>1. CUSTOMER SEGMENT(S) Who is your customer? I.e. working parents of 0-5 y.o. kids</p> <p>CS</p> <p>Define CS, fit into CC</p>	<p>6. CUSTOMER CONSTRAINTS 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.</p> <p>CC</p>	<p>5. AVAILABLE SOLUTIONS What 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 & cons do these solutions have? I.e. pen and paper is an alternative to digital note-taking</p> <p>AS</p> <p>Explore AS, differentiate</p>
<p>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.</p> <p>J&P</p> <p>Focus on J&P, tap into BE, understand RC</p>	<p>9. PROBLEM ROOT CAUSE 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.</p> <p>RC</p>	<p>7. BEHAVIOUR 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)</p> <p>BE</p> <p>Focus on J&P, tap into BE, understand RC</p>
<p>3. TRIGGERS What triggers customers to act? I.e. seeing their neighbour installing solar panels, reading about a more efficient solution in the news.</p> <p>TR</p> <p>Identify strong TR & EM</p>	<p>10. YOUR SOLUTION If you are working on an existing business, write down your current solution first, fill in the gaps, 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.</p> <p>SL</p>	<p>8. CHANNELS OF BEHAVIOUR What kind of actions do customers take online? Extract online channels from #7</p> <p>CH</p> <p>Extract online & offline CH of BE</p>
<p>4. EMOTIONS: BEFORE / AFTER How do customers feel when they face a problem or a job afterwards? I.e. lost, insecure > confident, in control - use it in your communication strategy & design.</p> <p>EM</p>	<p>8.2 OFFLINE What kind of actions do customers take offline? Extract offline channels from #7 and use them for customer development.</p>	

References:

1. <https://www.ideahackers.network/problem-solution-fit-canvas/>
2. <https://medium.com/@epicantus/problem-solution-fit-canvas-aa3dd59cb4fe>