

Define CS, fit into CC	<div><div><div>1. CUSTOMER SEGMENT(S)</div><div>Who is your customer?</div><div>CS</div></div><div>The person who is unable solve an issue</div></div>	<div><div><div>6. CUSTOMER CONSTRAINTS</div><div>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.</div><div>CC</div></div><div>This software is flexible it does not require any additional payment or power to solve their queries</div></div>	<div><div><div>5. AVAILABLE SOLUTIONS</div><div>Which solutions are available to the customers when they face the problem</div><div>AS</div></div><div>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 notetaking</div><div>The Customer can upload their screenshot</div><div>The agent can either communicate or send solution video</div></div>	Explore AS, differentiate
	<div><div><div>2. JOBS-TO-BE-DONE / PROBLEMS</div><div>Which jobs-to-be-done (or problems) do you address for your customers? There could be more than one; explore different sides.</div><div>JP</div></div><div>The customer can share their queries in the text box or can share their screen shot of the error page</div></div>	<div><div><div>9. PROBLEM ROOT CAUSE</div><div>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.</div><div>RC</div></div><div>Customer may loose their interest in using their software if they are having trouble in using it</div></div>	<div><div><div>7. BEHAVIOUR</div><div>What does your customer do to address the problem and get the job done?</div><div>BE</div></div><div>He/she need to explain the query in text box given</div><div>If not possible they can upload a screen on which page the error has occured</div></div>	
Focus on J&P, tap into BE, understand RC				Focus on J&P, tap into BE, understand RC

3. TRIGGERS

TR

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

When customers think they cannot solve their queries of their own

4. EMOTIONS: BEFORE / AFTER

EM

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.

Before:-

When they can't solve the problem on their own they feel uncomfortable to use the app/software

After:-

They feel the software is very flexible

10. YOUR SOLUTION

SL

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.

1. Develop a flask app that solve their query
2. Share their problem in Screenshot

8. CHANNELS of BEHAVIOUR

CH

8.1 ONLINE

All their data are secured and updated to cloud storage

8.2 OFFLINE

Make sure they find best solution for their Complaints