

Define CS, fit into CC		Explore AS, differentiate	
1. CUSTOMER SEGMENT(S) Who is your customer? i.e. working parents of 0-5 y.o. Kids		AS	
CS		5. AVAILABLE SOLUTIONS 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 & cons do these solutions have? i.e. pen and paper is an alternative to digital notetaking	
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.		CC	
CS		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.	
3. TRIGGERS What triggers customers to act? i.e. seeing their neighbour installing solar panels, reading about a more efficient solution in the news.		RC	
J&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)	
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.		BE	
TR		8. CHANNELS of BEHAVIOUR	
EM		8.1 ONLINE What kind of actions do customers take online? Extract online channels from #7	
Before		8.2 OFFLINE What kind of actions do customers take offline? Extract offline channels from #7 and use them for customer development.	
After		8.1 ONLINE	
Identify strong TR & EM		CH	
Identify strong TR & EM		8.2 OFFLINE	