5. AVAILABLE SOLUTIONS

6. CUSTOMER CONSTRAINTS

1. CUSTOMER SEGMENT(S)

Team ID: PNT2022TMID13660

What kind of actions do customers take offline? Extract offline channels from #7 and

70 O C 🖫

use them for customer development.

| 4. EMOTIONS: BEFORE / AFTER | EM |
|-----------------------------------|----|
| lost, worried > Happy, confident. | |
| | |
| | |
| | |
| | |
| | |
| | |