RC

CS, fit into

1. CUSTOMER SEGMENT(S) CS

Who is your customer?

- 1. People who earn and spend money.
- 2. People who need to track their daily expenses.

6. CUSTOMER CONSTRAINTS CC

What constraints prevent your customers from acting or limit their choices of solutions?

- 1. Affordable, stable network connection
- 2. Authorized Log

5. AVAILABLE SOLUTIONS

AS

Which solutions are available to the customers when they face the problem or need to get job done?

- 1. User friendly interface, avoiding misleading ads
- 2. Keeping track of user.

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.

- 1. Remove duplicate transactions.
- 2.Bad user interface.
- 3.user data security.
- 4.Backup and Restore all information.

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.
- 1. No download option user may not have internet.
- 2. Lack of Financial discipline

7. BEHAVIOUR

BE

What does your customer do to address the problem and get the job done?

- 1. User may avoid notification if it is not related.
- 2. User gets frustrated while using bad user interface.
- 3.User may get confused

3. TRIGGERS



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

- 1. Avoiding unwanted expense and bad financial situation.
- 2.Guide them and make them aware their daily expenses.

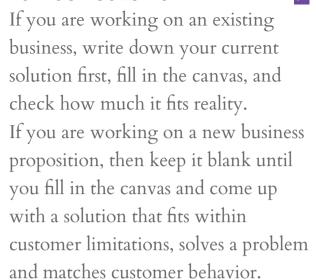
4. EMOTIONS: BEFORE / AFTER



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.

After using the product they are more focused and concentrated about their spending.

10. YOUR SOLUTION



1.Generate monthly report and forecast budget for the users.2.Improve users financial management and forecast future budget planning.

8.CHANNELS of BEHAVIOUR



ONLINE

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

- 1.User can download reports and can share it to other people.
- 2.User can have a plan.