Extract online & offline CH of BE

Explore AS, differentiate

AS

BE

CH

Focus on J&P, tap into BE, understand

1. CUSTOMER SEGMENT(S)

Who is your customer? i.e. working parents of 0-5 v.o. kids

people with CKD

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.

Budget, unaware about the symptoms.

5. AVAILABLE SOLUTIONS

CC

RC

SL

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

Limit alcohol reduce salt intake limit over the counter pain medication

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.

Logoistic regression, random forest, SVM, naive Bayes Classifier ,KNN and feed-forward neural network which is quite complicated.

9. PROBLEM ROOT CAUSE

J&P

TR

EM

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.

Diabetes, hight blood pressure, urinary tract infections

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)

as soon as the symptoms experienced by the people, they take the detection test as earlier.

3. TRIGGERS

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

symptoms like fatigue, high blood pressure, loss of appetite, nausea, insufficient urine protection and weight loss

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.

some people may not experience any symptoms but they still resulted with CKD which is not curable as it is detected very late.

10. YOUR SOLUTION

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.

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.

We are building a Machine Learning model to predict the compressive strength of concrete.

8. CHANNELS of BEHAVIOUR

8.1 ONLINE

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

Aware of symptoms of chronic kidney failure

8.2 OFFLINE

What kind of actions do customers take offline? Extract offline channels from #7 and use them for customer development.

people take the treatment immediately once CKD is detected.



