

Define CS, fit into CC

1. CUSTOMER SEGMENT(S)

CS

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

Diabetic patients between the age group of 31 to 45

6. CUSTOMER CONSTRAINTS

CC

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.

There might be possibility of not getting completely accurate results due to overfitting and underfitting in some special and rare cases further examination may be required

5. AVAILABLE SOLUTIONS

AS

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

Diabetic retinopathy is best diagnosed with a comprehensive dilated eye exam For this exam,drops placed in your eyes widen (dilate) your pupils to allow your doctor a better view inside your eyes. The drops can cause your close vision to blur until they wear off After this, Fluoroscein Angiography and Optical Coherence Tomography tests are performed for diagnosing Diabetic Retinopathy

Explore AS, differentiate

Focus on J&P, tap into BE, understand RC

2. JOBS-TO-BE-DONE / PROBLEMS

J&P

Which jobs-to-be-done (or problems) do you address for your customers? There could be more than one; explore different sides.

The given input image of the patient's retina is analysed and classified using which the class of diabetic retinopathy in the patient's eye is identified

9. PROBLEM ROOT CAUSE

RC

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.

More than 3.2.million people lose eyesight due to diabetic retinopathy when it is diagnosed in its later stages .If this condition is diagnosed way earlier than before, it can prevent more patients from going visually impaired

7. BEHAVIOUR

BE

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)

Directly related: the stage of diabetic retinopathy in a patient can be diagnosed earlier
Indirectly related: volunteers can help in training the model

Focus on J&P, tap into BE, understand RC

Identify strong TR & EM

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.

Seeing other medical organization easily identifying their patient's problem and providing the appropriate treatment

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.

stressed,anxious >calm,confident
stressed and anxious due the time consumed in the diagnosis

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.
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.

The collected images of the patients retina is analysed and classified using the image processing and deep learning model throught which the type of diabetic retinopathy can be easily identified

8.CHANNELS of BEHAVIOUR

CH

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

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

Patient tries to look up online for what condition they are suffering from

Patient consults a doctor through an appointment offline

Identify strong TR & EM