Problem-Solution Fit canvas

Purpose / Vision
PROJECT NAME: CUSTOME CARE REGISTRY
TEAM ID: PNT2022TMID29305

Version:

Define CS, fit into CL

1. CUSTOMER SEGMENT(S) `CS`

CUSTOMERS: PUBLIC (PLACE ORDER)

6. CUSTOMER LIMITATIONS EG. BUDGET, DEVICES `CL`

BUDJET, NO CASH IN POCKET OR THEIR BANK ACCOUNT, NETWORK CONNECTION?

5. AVAILABLE SOLUTIONS PLUSES & MINUSES `AS`

FOR PROBLEM 1: CHECK LOCATION OF DELEVRY MAN

FOR PROBLEM 4: CHECK THE BANK TRANSFERS/WAIT FOR 2/3 WORKING DAYS

Explore AS, differentiate

Focus on PR, tap into BE, understand RC

2. PROBLEMS / PAINS + ITS FREQUENCY `PR`

PROBLEMS	OCCUR
NOT ABLE TO SOLVE THE ISSUE	RARE
LACK OF KNOWLEDGE	OFFEN
NOT HAVING A SATISFACTORY	RARE
NOT HAVING THE RIGHT TOOLS	OFFEN

9. PROBLEM ROOT / CAUSE `RC`

NOT GET THEIR SOLUTION FOR PROBLEM

DID NOT GET ENOUGH INFORMATION

NOT GET VALID INFORMATION

DID NOT HAVE THE TOOLS FOR COMMUNICATION

7. BEHAVIOR + ITS INTENSITY `BE`

NOT GET THEIR SOLUTION

TRY TO GET THE INFORMATION

WANTS TO KNOW MORE

FAILURE/NETWORK CONNECTIVITY

Focus on PR, tap into BE, understand RC

Identify strong TR & EM

3. TRIGGERS TO ACT `TR`

ORDERING

4. EMOTIONS BEFORE / AFTER `EM`

STATISFACTION- POSITIVE EMOTION

ANGER- NEGATIVE EMOTION

10. YOUR SOLUTION `SL`

REALTIME MONITORING,

TRACK EVERY ORDERS,

MAINTAIN DATABASE FOR ORDERS AND PAYMENTS

GOOD RELATIONSHIP WITH CUSTOMER AND THEIR SATISFACTION

GIVING ANSWERS TO THE QUERIES OF CUSTOMERS FASTER.

8. CHANNELS of BEHAVIOR `CH`

ONLINE

PLACE ORDER

PAYMENTS

OFFLINE

RECEIVE

PAYMENTS

Extract online & offline CH of BE