

Define CS, fit into CC	<b>1. CUSTOMER SEGMENT(S)</b> <span>CS</span>  People who are using the website and facing difficulties	<b>6. CUSTOMER CONSTRAINTS</b> <span>CC</span>  Network issues, site login	<b>5. AVAILABLE SOLUTIONS</b> <span>AS</span>  Email alert, Chatbot	Explore AS, differentiate
	<b>2. JOBS-TO-BE-DONE / PROBLEMS</b> <span>J&amp;P</span>  Problems like network, server issues, cloud storage	<b>9. PROBLEM ROOT CAUSE</b> <span>RC</span>  Customers have to login and check whether everything is ok or not	<b>7. BEHAVIOUR</b> <span>BE</span>  Customer should say the problem in effective manner to agent and keep in touch with them until the issues resolved	

	<b>3. TRIGGERS</b> <span>TR</span>  seeing their neighbor installing a website and facing issues, reading about a more efficient solution.	<b>10. YOUR SOLUTION</b> <span>SL</span>  Providing email alerts, chatbot and communication with customers about issues until it gets resolved.	<b>8. CHANNELS of BEHAVIOUR</b> <span>CH</span>  online/offline Getting feedbacks, customer review	

	<div>4. EMOTIONS: BEFORE / AFTER</div> <div>EM</div> <div>Frustrated,anger</div>			
--	--	--	--	--