Project Title: Smart E-waste Management System   **Project Design Phase-I - Solution**   **Team ID: PNT2022TMID32675**

Define CS, fit into CC

1. CUSTOMER SEGMENT(S)   `CS`

Who is your customer?

Public are the customers.

6. CUSTOMER CONSTRAINTS   `CC`

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

Lack of communication while they are calling .

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?

By allowing the customers to reach through multiple channels including mail , website , chat , phone, text message and allocate resource accordingly.
Pros : The action will be taken, while they are contacting the service team immediately
Cons : If the communication became irresponsible.

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.

It creates a clean and immaculate place and It intimate the customer to separate the biodegradable and non-biodegradable

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?

Improves community health, Reduces pest infestation, ensure physical safety.

7. BEHAVIOUR   `BE`

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

By contacting the service team through helpline or by giving the feedback.

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

3. TRIGGERS   `TR`

What triggers customers to act?

Thinking of creating a disease-free and immaculate environment.

4. EMOTIONS: BEFORE / AFTER   `EM`

How do customers feel when they face a problem or a job and afterwards?

They Ensure about recycling , hygienic atmosphere., that they are creating the healthy environment and they did a social service.

10. YOUR SOLUTION   `SL`

Creating the pollution-free ,healthy environment by clean and immaculate place and It intimate the customer to separate the biodegradable and non-biodegradable wastes that helps in recycling process. Improve community health, Reduces pest infestation, ensure physical safety

8. CHANNELS of BEHAVIOUR   `CH`

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

They have to register their particulars in our website through online.

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

They have to register through phone calls.

I d e n t i f i e d l

& R T g n o t s y f t i n e d l E