

### 1 .CUSTOMER SEGMENT(S)

**CS**

- Customer should be at least 18 years old Weight- at least 110 pounds or 50 kilogram
- Must pass a medical examination,non-reactive for transmissible viruses

### 6 .CUSTOMER CONSTRAINTS

**CC**

- Waiting time.
- Donor/recipient immune system compatibility.
- Prior living donor.
- Distance from donor hospital.
- Network issues

### 5 .AVAILABLE SOLUTIONS

**AS**

- Application should be supported by all sized devices
- It will use minimal amount of storage which reduces the customer's burden.

### 2.JOB-TO-DONE/PAINS

**J&P**

- When the user requests for plasma transmission, if there is lack of plasma at the time of request
- Plasma transmission & reception in an effective way
- Eligibility Filter
- Responsiveness of Application
- Chat Bot

### 9.PROBLEM ROOT CAUSE

**RC**

- Convalescent plasma therapy given to people with COVID-19 who are in the hospital and are early in their illness or have a weakened immune system.
- It lessen the severity or shorten the length of the disease. which save number of death rate

### 7 .BEHAVIOR

**BE**

- After passing the eligibility criteri Donor Registration and Request is performed,Then apply for Convalescent Plasma Therapy(CPT)
- After checking the match of Plasma with available Donors list at the instant the Reciever make requires decision in future to avail the plasma from donor

### 3 .TRIGGER TO ACT

**TR**

- Criteria for the referral of “imminent deaths” that are mutually established by the hospital and (OPO)
- Hospital makes a timely notification to the OPO.

### 4 .EMOTIONS:BEFORE/AFTER

**EM**

**Before** : A health care team member inserts a sterile single-use needle connected to a tube (intravenous, or IV, line) into a vein in one of your arms.

**After** : Closely monitoredby doctor after CPT ,record your response to the treatment

### 10.YOUR SOLUTION

**SL**

Application is going to store its data in cloud,it will continue to be efficient when large number of people uses it. Also when the number of requests for plasma increases, the call notification system will work fine without any disruption.

### 8 .CHANNELS OF BEHAVIOUR

**CH**

#### 8.1 online

Donors, who can register themselves and the treating physician/hospital donor registers, enter their details

Reciever search and place request for Plasma whenever needed

#### 8.2 offline

Distance from donor ,Transferring plasma from reciever hospital to donor