

Define CS, fit into CC

1. CUSTOMER SEGMENT(S)

CS

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

6. CUSTOMER CONSTRAINTS

CC

No suitable tool has been developed or introduced by a company.
This limits the customers' ability to receive their online issue fixed

5. AVAILABLE SOLUTIONS

AS

Easier communication with colleagues and customers
Increase sales and conversions
Easy track and view support tickets

Explore AS, differentiate

Resolving a consumer issue making a robotic customer Care registries will be inconvenient free of charge.

Customers today expect communication with service departments to be instant. In fact, they want immediate resolution of their concerns too. This is, indisputably, the first in the long list of the common problem with customer service that needs to be addressed by businesses.

Customer can simply send their issues as text and chatbot will connect & help them

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.

regulations.

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)

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<div>3. TRIGGERS</div> <div>TR</div> <p>Digitalization of other services.</p>	<div>10. YOURS SOLUTION</div> <p>To create a customized user-friendly application using HTML/CSS and Flask to provide customer care services in an efficient and automated manner primarily aims to improve user's experience.</p>	<div>8. CHANNELS of BEHAVIOUR</div> <div>CH</div> <p>ONLINE</p> <p>To create an automated customer care registry which makes the process more efficient and ease.</p> <p>OFFLINE</p> <p>The appropriate management team should formed, address the problems, and offer a best answer.</p>	<div>Identify strong TR & EM</div>
<div>4. EMOTIONS: BEFORE / AFTER</div> <div>EM</div> <p>Additionally very convenient, improved user experience since the application saves so much time</p>			