Project Title: Personal Assistance for Seniors Who Are Self-Reliant   **Project Design Phase-I – Solution Fit Template**   **Team ID:** PNT2022TMIDxxxxxx

Define CS, fit into CC | **Explore AS, differentiate**

1. CUSTOMER SEGMENT(S) — CS
Who is your customer?
i.e. working parents of 0-5 y.o. kids

Working in a software field for 2-3 years.

6. CUSTOMER CONSTRAINTS — CC
What constraints prevent your customers from taking action or limit their choices of solutions? i.e. spending power, budget, no cash, network connection, available devices.

Strong network connectivity, Required components, Environmental friendly

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? i.e. pen and paper is an alternative to digital notetaking

Problems faced by customers:
 24/7 monitoring is required
 Quick solutions is not possible.
PRONS:
 Helping around the home.
 Opening the mail and acting on items that require attention
CRONS:
 Cost inadequate when compared to exsisting systems
 Time taking

Focus on J&P, tap into BE, understand RC | **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.

1) It should be recharged frequently
2) Good connectivity is mandatory.

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? i.e. customers have to do it because of the change in regulations.

1) Ear machine can be used
2) Tedspray fingers can also be utilized

Reason behind: Due to overaging hearing loss and can decrease the strength of fingers.

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)

If any problem faced by the customer he/she can use our application and reach us.

(i.e by clicking on to the help option or else can convey to us with a message through mail)

Identify strong TR & EM | **Identify strong TR & EM**

3. TRIGGERS — TR
What triggers customers to act? i.e. seeing their neighbour installing solar panels, reading about a more efficient solution in the news.

As it is difficult to take care of senior citizens these devices are introduced.

4. EMOTIONS: BEFORE / AFTER — EM
How do customers feel when they face a problem or a job and afterwards? i.e. lost, insecure > confident, in control - use it in your communication strategy & design.
EMOTIONS BEFORE:
1) Inadequecy
2) Helplessness

EMOTIONS AFTER:
1) Serenity
2) Better Performance

10. YOUR SOLUTION — SL
If you are working on an existing business, write down your current solution first, fill in the canvas, and check how much it fits reality.
If you are working on a new business proposition, then keep it blank until you fill in the canvas and come up with a solution that fits within customer limitations, solves a problem and matches customer behaviour.

8. CHANNELS of BEHAVIOUR — CH
8.1 ONLINE
What kind of actions do customers take online? Extract online channels from #7

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

ONLINE:
1.E-MAIL
2.HELP desk application
OFFLINE:
1.Call centres are avaliable.