Define CS, fit into CC

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

Pedestrians, motor vehicle drivers, and bicyclists

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.

Budget and available devices are major constraints

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

Repairing damaged static signs boards were the available solution to the customers. It is an alternative for digital sign boards.

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.

Replacing static sign boards with smart connected digital sign boards.

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.

Static speed limit sign boards during extreme weather conditions do not help drivers to increase or decrease speed which may lead to accidents. Improper sign boards during road diversions lead to misguided directions.

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)

Raise a complaint regarding damaged sign boards and claim to change damaged sign boards or placing an additional speed limit sign board.

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

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.

Accident prevention and safety of the citizens.

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.

Fear, Frustration > Fearless , Relief

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.

Signs With Smart Connectivity For Better Road Safety

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 : nil

OFFLINE : Raising a complaint and claim for a change in sign boards.

Identify strong TR & EM