

# 3. TRIGGERS

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

- Other hoppitals processing health data quicker
- Other customers doing self diagnosis

## 4. EMOTIONS: BEFORE / AFTER



TR

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.

- Pain in long waiting time for results Hospitals may have lesser income as they cannot process a lot of patients data and this application may result in more profit

# **10. YOUR SOLUTION**



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.

- Automated heart diagnosis with an interactive dashboard
- ML algorithms with better accuracy and less error
- IBM Cognos for better UI in dashboard
- Diet and health recommendations may be added

### 8. CHANNELS of BEHAVIOUR



### 8.1 ONLINE

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

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

- Recommends diet chart Single platform and referring internet including non-trustable websites which lead to false diagnosis can be avoided Hospitals may start using this and as a result can conduct online appointments
- and increase their patient base