

PROJECT DESIGN PHASE - I - SOLUTION FIT

PROJECT TITLE : PLASMA DONOR APPLICATION

TEAM ID: PNT2022TMID22468

1)CUSTOMER SEGMENT	5) AVAILABLE SOLUTION	9) PROBLEM ROOT CAUSE
Receiver Donor	Application is designed with the ability to store donor information and received when required	Communication delay between donors and receivers has been resolved . Proper customer support is provided to reduce the technical issues .

2) JOBS TO BE DONE/PROBLEM	6) CUSTOMER CONSTRAINTS	10) YOUR SOLUTION
I) Inform about the receiver to the donor. II) Provide quick solutions and response to the request	Lack of knowledge about the donor available	Generate the unique id to hide the personal information about the donor and receiver to satisfy the customer request as soon as possible.

3) TRIGGERS	7) BEHAVIOR	
Watson service and assistance , Chat bot serves as a trigger	The receiver is informed about the donor using a unique id such that their personal information are hidden	

4) EMOTIONS:BEFORE/AFTER	8) CHANNELS of BEHAVIOR	
BEFORE : Lesser notifications , Increased waiting time AFTER : Information about the donor is easily available and customer satisfaction.	1) Login 2) Filling of credentials 3) Generation of Unique ID. 4) Information about the donor/ reciever.	

