**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***  I) Inform about the receiver to the donor.  II) Provide quick solutions and  response to the request | ***6) CUSTOMER CONSTRAINTS***  Lack of knowledge about the donor available | ***10) YOUR SOLUTION***  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***  Watson service and  assistance , Chat bot  serves as a trigger | ***7) BEHAVIOR***  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. |