

Define CS, fit into CC	1. CUSTOMER SEGMENT(S) CS Who is your customer? Existing user or new user registered for raising issue	6. CUSTOMER CONSTRAINTS CC The essential factor is to solve the issue within the time limit this is cloud app based application which gives us a user friendly interface to solve the issue	5. AVAILABLE SOLUTIONS AS The available solutions are helpdesk for ecommerce in developing countries by adopting cloud computing.	Explore AS, differentiate AS, fit into BE, understand RC
	2. JOBS-TO-BE-DONE / PROBLEMS J&P To help the customer in processing their complaints. The customers can raise the ticket with a detailed description of the issue. An agent will be assigned to the customer to solve the problem.	9. PROBLEM ROOT CAUSE RC Agent failed to assign by the admin in that case the customer's problem cannot be resolved.	7. BEHAVIOUR BE Agent will be assigned to a customer and they can track the issues from email.	
Identify strong TR & EM	3. TRIGGERS TR From the existing customer's solved issue new customer can view the progress of the agent's work and Raise their own issue	10. YOUR SOLUTION SL User can register for an account. after the login, they can create the complaint with a description of the problem they are facing each user will be assigned with an agent. They can view the status of their complaint.	8. CHANNELS of BEHAVIOUR CH Whenever the agent is assigned to a customer they will be notified with an email alert. Customers can view the status of the ticket till the service is provided.	Extract online & offline CH of BE
	4. EMOTIONS: BEFORE / AFTER EM The Customer would feel fulfilled and happy once the issue is resolved by the agent			