# 1. CUSTOMER SEGMENT(S)

CS

Who is your customer?

into

People who are not aware about having CKD (any age group)

#### **6. CUSTOMER CONSTRAINTS**



What constraints prevent your customers from taking action or limit their choices of solutions?

Treatment charges, Fear of losing life, Transportation, Fear of treatment failure

#### 5. AVAILABLE SOLUTIONS



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?

Accurate prediction & prevention of CKD at appropriate time with proper response

2. JOBS-TO-BE-DONE / PROBLEMS

Which jobs-to-be-done (or problems) do you address for your customers?

Poor Communication and Understanding , Availability and Reachability to resources

# 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?

Diabetes is the main cause. Providing awareness is the only solution

## 7. BEHAVIOUR

BE

What does your customer do to address the problem and get the job done?

Give the diabetic's data and wait to confirm the results

kP, tap into BE, understand RC

# 3. TRIGGERS



What triggers customers to act?

Symptoms indicate possibility
of the disease

# 4. EMOTIONS: BEFORE / AFTER



How do customers feel when they face a problem or a job and afterwards?

Before – Sick , Depressed After – Healthy , Happy

## **10. YOUR SOLUTION**



Early Detection and Prevention of Chronic Kidney Disease using Machine Learning Techniques

# 8. CHANNELS of BEHAVIOUR



#### 8.1 ONLINE

What kind of actions do customers take online?
Give feedback, Book Appointment with
Doctor , Send Email

## 8.2 OFFLINE

What kind of actions do customers take offline?

Consult Doctor, Share their feelings, Take precautions, Participate in awareness programs