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| Define CS, fit into CC | <div>1. CUSTOMER SEGMENT(S)<div>CS</div><p>Who is your customer? i.e. working parents of 0-5 y.o. kids</p><p>1.Doctors and surgeons who have been working in the operation theatre wants to have a human-computer interaction.</p><p>2. The software should help the doctors' hands to remain sterile, supporting their focus of attention, and providing fast response times.</p></div> | <div>6. CUSTOMER CONSTRAINTS<div>CC</div><p>What constraints prevent your customers from taking action or limit their choices of solutions? i.e. spending power, budget, no cash, network connection, available devices.</p><p>1.No projects/applications available yet that would allow members of the surgical community to access file without prior sanitation process.</p><p>2.No suitable customized devices/equipment have been arranged to enable sterile browsing</p><p>3.Lack of funding for integration of new innovations into medical field</p></div> | <div>5. AVAILABLE SOLUTIONS<div>AS</div><p>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? i.e. pen and paper is an alternative to digital notetaking</p><p>1.Keyboards and pointing devices, such as a mouse, are today's principal method of human—computer interaction.</p><p>2.In Face Mouse, a surgeon can control the motion of the laparoscope by simply making the appropriate face gesture, without hand or foot switches or voice</p></div> | Explore AS, differentiate |
| | <div>2. JOBS-TO-BE-DONE / PROBLEMS<div>J&P</div><p>Which jobs-to-be-done (or problems) do you address for your customers? There could be more than one; explore different sides.</p><p>1.Wants to replace with natural interfaces.</p><p>2.Maintaining the sterility.</p><p>3.An approach to stay in place throughout the operation.</p><p>4.A simple software enabling contactless access</p></div> | <div>9. PROBLEM ROOT CAUSE<div>RC</div><p>What is the real reason that this problem exists? What is the back story behind the need to do this job? i.e. customers have to do it because of the change in regulations.</p><p>1.They wanted tool for contactless interface.</p><p>2.Allowing surgeons to perform operations while maintaining sterile conditions.</p><p>3.Use of doctor-computer interaction devices is vital for providing fast treatments in medical camps.</p></div> | <div>7. BEHAVIOUR<div>BE</div><p>What does your customer do to address the problem and get the job done? i.e. directly related: find the right solar panel installer, calculate usage and benefits; indirectly associated: customers spend free time on volunteering work (i.e. Greenpeace)</p><p>1. The user needs to take help from fellow surgeons or nurses to access files.</p><p>2. Surgeons rely on their photographic memory and to finish surgical procedure without accessing files for confirmation.</p></div> | |
| <div>3. TRIGGERS<div>TR</div><p>What triggers customers to act? i.e., seeing their neighbors installingsolar panels, reading about a more efficient solution in the news.</p><p>1.The use of doctor -computer interaction in operation room which allows doctors hands to remain sterile triggers doctors to move towards the efficient system-based solution.</p><p>2.The support of more focus of attention and providing fast response times also makes the doctors to move towards the technology-based solution.</p></div> | <div>10. YOUR SOLUTION<div>SL</div><p>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 into the canvas and come up with a solution that fits within customer limitations, solves a problem and matches customer behavior.</p><p>1.A tool based on Gestures can be used.</p><p>2.Use technology to assist doctors by taking hand gestures as input and perform necessary actions.</p><p>3. The designed software should allow surgeons to perform operations while maintaining sterile conditions.</p><p>4. Image capturing devices can be used to capture pictures of actions.</p></div> | <div>8. CHANNELS of BEHAVIOUR<div>CH</div><p>8.1 ONLINE What kind of actions do customers take online? Extract online channels from #7</p><p>8.2 OFFLINE What kind of actions do customers take offline? Extract offline channels from #7and use them for customer development.</p><p>8.1 ONLINE: They can hire a virtual assistant who will access the files for them.</p><p>8.2 OFFLINE: Doctors get help from members inside the room who are participating in the surgical procedure.</p></div> | Identify strong TR & EM | |

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| | <div><div>4. EMOTIONS: BEFORE / AFTER</div><div>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.</div><div><div>1.Doctors feel confident by avoiding confusion in single moment's meaning by using the system-based approach.</div><div>2.Doctors have better identification of pandemic diseases which makes them feel safe and free while treating patients.</div></div></div> | | |

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