Define CS, fit into CC

1. CUSTOMER SEGMENT(S)   CS

Who is your customer?

Our customers are those who require household needs support

6. CUSTOMER CONSTRAINTS

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

1. Discounts on products
2. various availability
3. Quality assurance

5. AVAILABLE SOLUTIONS

Which solutions are available to the customers when they face the problem *or need to get the job done?*

Pros:
1.   Easy payment
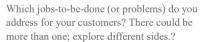2.   Quality good
3.   On time delivery

Cons:
1.   Sometimes size mistaken
2.   Slow responses

Explore AS, differentiate

Focus on J&P, tap into BE, und

2. JOBS-TO-BE-DONE / PROBLEMS

Which jobs-to-be-done (or problems) do you address for your customers? There could be more than one; explore different sides.?

We delivery grocery products on time based on the consumer requirements

We're planning to attach an automatic chatbot for delayed responses.

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?

On the existing system there is no proper quality checkup and security for consumer data and proper delivery

7. BEHAVIOUR   BE

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)*

Customers can compare the pricing and quality of the product and return if the product is not good and also they compare with other service providers and then their service provided.

Focus on J&P, tap into BE, und

Identify strong EM

3· TRIGGERS `TR`

What triggers customers to act? i.e. seeing their

neighbour installing solar panels, reading about a more efficient solution in the news.

- More Advertising is important. In the side of a customer's quality and price is important. So include a good quality of assured products.
- Proper response, easy to use and on time delivery.

4· EMOTIONS: BEFORE / AFTER `EM`

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.

Pain:
1. Slow Responses
2. Late delivery

Gain:
1. On time delivery
2. Easy and fast access

10· YOUR SOLUTION `SL`

We delivery the products on time based on the customer requirements and we insure for the security for the consumer history details provided by you. once an order is taken, we process it as soon as possible to ensure on time delivery. we check for the expiry date for grocery and delivery a quality product

8·CHANNELS of BEHAVIOUR `CH`

8·1 ONLINE

What kind of actions do customers take online? Extract online channels from #7

Customers want to download the app and get review from the internet

8·2 OFFLINE

What kind of actions do customers take offline? Extract offline channels from #7 and use them for customer development.

For offline, Customers want to do take a cash payment and also get review from many people. Get a transport for get a product