

Define CS, fit into CC	1. CUSTOMER SEGMENT(S) Clients are customer CS	6. CUSTOMER CONSTRAINTS CC <ul style="list-style-type: none"> Fewer Maintenance Delays Optimized customer Experience Advanced Analytics for Streamlined Operations 	5. AVAILABLE SOLUTIONS AS <p>Chat bot app can be used in mobile phone downloaded from online platform</p>	Explore AS, differentiate
	2. JOBS-TO-BE-DONE / PROBLEMS To provide quick remedies based on the customers and employee problems	9. PROBLEM ROOT CAUSE RC <p>The customer can easily create their bank account without wasting their time and to wait in a long queue</p>	7. BEHAVIOUR BE <p>According to the needs of the customers we should provide a genuine empathy for the problem regarded. Looking over the rating section we can easily find out how the customer gets issue while using the application.</p>	

Identify strong TR & EM	3. TRIGGERS TR <p>Customers can be triggered to the application by the usage of their neighbors and by looking over their neighbors.</p>	10. YOUR SOLUTION SL <p>The customers can request for loan and loan queries using this chatbot and check whether they are eligible to get loan just by their personal mobile phones instead of direct interaction with the bank employees.</p>	8. CHANNELS of BEHAVIOUR CH <p>ONLINE Customers try to request for the problems through the application how they use and how it is favoring them using the rating option by which we can find the behavior of the customer and issues or problems they face.</p> <p>OFFLINE Customer can approach directly</p>	Focus on J&P, tap into
	4. EMOTIONS: BEFORE / AFTER EM <p>Before: customers won't be aware of new loan acquiring possibilities instantly After: Customer can be aware of knowing all general banking information through online</p>			