

# PROJECT DESIGN PHASE - I

## - SOLUTION FIT

TEAM ID : PNT2022TMID04437

PROJECT TITLE : PLASMA DONOR APPLICATION

<p><b>1.CUSTOMER SEGMENT</b></p> <p>Receiver Donor</p>	<p><b>5.AVAILABLE SOLUTION</b></p> <p>Application is designed with the ability to store donor information and received when required</p>	<p><b>9.PROBLEM ROOT CAUSE</b></p> <p>Communication delay between donors and receivers has been resolved.</p> <p>Proper customer support is provided to reduce the technical issues.</p>
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<p><b>2.JOBS TO BE DONE/PROBLEM</b></p> <p>I) Inform about the receiver to the donor. II) Provide quick solutions and response to the request</p>	<p><b>6.CUSTOMER CONSTRAINTS</b></p> <p>Lack of knowledge about the donor available</p>	<p><b>10. YOUR SOLUTION</b></p> <p>Generate the unique id to hide the personal information about the donor and receiver to satisfy the customer request as soon as possible.</p>
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<p><b>3.TRIGGERS</b></p> <p>Watson service and assistance , Chat bot serves as a trigger</p>	<p><b>7. BEHAVIOR</b></p> <p>The receiver is informed about the donor using a unique id such that their personal information are hidden</p>	
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<p><b>4) EMOTIONS:BEFORE/AFTER</b></p> <p>BEFORE : Lesser notifications , Increased waiting time</p> <p>AFTER : Information about the donor is easily available and customer satisfaction.</p>	<p><b>8) CHANNELS of BEHAVIOR</b></p> <ul style="list-style-type: none"> <li>• Login to site</li> <li>• Fill the credentials</li> <li>• Generation of Unique ID.</li> <li>• Information about the donor or receiver</li> </ul>	
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