**PROJECT DESIGN PHASE - I - SOLUTION FIT**

**TEAM ID :** PNT2022TMID04437

**PROJECT TITLE :** PLASMA DONOR APPLICATION

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| ***1.CUSTOMER SEGMENT*** | ***5.AVAILABLE SOLUTION*** | ***9.PROBLEM ROOT CAUSE*** |
| Receiver  Donor | Application is designed with the ability to store donor information and received when required | Communication delay between donors and receivers has   been resolved.  Proper customer support is provided to reduce the   technical issues. |

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| ***2.JOBS TO BE DONE/PROBLEM***  I) Inform about the receiver to the donor.  II) Provide quick solutions and  response to the request | ***6.CUSTOMER CONSTRAINTS***  Lack of knowledge about the donor available | ***10. YOUR SOLUTION***  Generate the unique id to hide the personal information about the donor and receiver to satisfy the customer request as soon as possible. |

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| ***3.TRIGGERS***  Watson service and  assistance , Chat bot  serves as a trigger | ***7. BEHAVIOR***  The receiver is informed about the donor using a unique id such that their personal information are hidden |  |

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| ***4) EMOTIONS:BEFORE/AFTER*** | ***8) CHANNELS of BEHAVIOR*** |  |
| BEFORE : Lesser notifications , Increased waiting time  AFTER : Information about the donor is easily available and customer satisfaction. | * Login to site * Fill the credentials * Generation of Unique ID. * Information about the donor or receiver |