ΕM

1.CUSTOMER SEGMENTS

CS

6.CUSTOMER CONSTRAINTS

5.AVAILABLE SOLUTIONS

AS

BE

BH

Who is your customer? i.e people of all age

Define CS,

fit into CC

Focus on J&P, tap into BE

TR

understand RC

The customers are the humans who belong to all age groups

Which constraints prevent your customer from taking action or limit of solutions?

i.e lack of knowledge about the maintenance

The constraints are proper internet connection and the maintenance of database using data analysis.

Which solutions are available to the customers when they face the problem?

i.e they know the occupation or availability of room

If they know the occupation or availability of room in advance, they can solve the length of stay problem occurs in hospitals.

2. JOBS TO BE DONE/PROBLEMS



Which jobs to be done (problems) do you address for your customers?

i.e There could be more than one, explore different sides

The customers are subjected to examination for disease prediction and length of stay is

9.PROBLEM ROOT CAUSE

The root cause is due to the

predicting this, patients suffer.

unavailability of room and failure in



What is the real reason that this problem exists? i.e customer have to know it to find the length of

What does your customer do to address the problem and get the job done?

7.BEHAVIOUR

i.e Directly related, find the disease, analyze prescriptions and find length of stay

They have to find the length of stay and in accordance to that they may get admitted

predicted

3.TRIGGERS



What triggers customers to act? i.e experiencing the issues on length of stay

The trigger is to find solution for length of stay and prediction of available rooms using data analytics

4.EMOTIONS: BEFORE/AFTER



How do customers feel when they feel a problem? i.e loss and insecure

> It includes decrease in comfort which results in non-visiting the hospital

10.YOUR SOLUTION



If you are working on predicting length of stay, gather the relevant details

The solution is to analyze the details of patient, prescriptions and predicting the length of stay and updating it into the database to know the availability of rooms

8.CHANNELS OF BEHAVIOUR 8.1 ONLINE

What kind of actions do customers take online?

The kind of actions in online include saving the details to database

8.2 OFFLINE

What kind of actions do customers take offline?

The kind of action is to get admitted after knowing availability of rooms