

1. CUSTOMER SEGMENT(S)**CS**

- Industrialists
- Engineers
- Safety Control Personals

6. CUSTOMER CONSTRAINTS

- Network Connection
- Complexity in Installation

5. AVAILABLE SOLUTIONS

- Upgrading to a premium network plan.
- Availing network connection from a reliable Service provider.

2. JOBS-TO-BE-DONE / PROBLEMS**J&P**

- Capability of the device to withstand in harsh environment is questionable.
- Due to network issue data couldn't be uploaded to the cloud at all times.

9. PROBLEM ROOT CAUSE**RC**

- Quality of the material using which the device is made up of plays a vital role in the capability of the device to work in harsh environment.
- Location of the device installation and the network plan used by the user are the cause of Network issue.

7. BEHAVIOUR**BE**

- Harsh environment is prevailing only on certain industry; thus, the frequency of the said problem is low. In such a case the customer complaints multiple times to get the attention.
- Network issue is very common as most of the industries are located at the country side. Here the contact both the developers and the service providers

<p>3. TRIGGERS I'R</p> <ul style="list-style-type: none"> • Usage of the device is portrayed in the news. • In real life situation, the device has helped in saving number of individuals. 	<p>10. YOUR SOLUTION S</p> <ul style="list-style-type: none"> • Network strength must be boosted in the device • Device can be manufactured in multiple standards based on the environment. 	<p>8. CHANNELS OF BEHAVIOUR CH</p> <p>8.1 ONLINE</p> <ul style="list-style-type: none"> • E-Mail to developers • Online Community <p>8.2 OFFLINE</p> <ul style="list-style-type: none"> • Complaint Letters
<p>4. EMOTIONS: BEFORE/AFTER EM</p> <ul style="list-style-type: none"> • Before the action is taken, the user feels deceived and cheated. • After the problem is resolved, user feels the sincerity of the developers. 		