**Project Title:CUSTOMER CARE REGISTRY Project Design Phase-I** - **Solution Fit Template** **Team ID:** PNT2022TMID02498







| **Identify strong TR & EM** | **3. TRIGGERS TR**  What triggers customers to act? i.e. seeing their neighbour installing solar panels, reading about a more efﬁcient solution in the news.  1.CUSTOMER GET THE KNOWLEDGE TO SOLVE THE PROBLEM. | **10. YOUR SOLUTION SL**  If you are working on an existing business, write down your current solution ﬁrst, ﬁll in the canvas, and check how much it ﬁts reality.  If you are working on a new business proposition, then keep it blank until you ﬁll in the canvas and come up with a solution that ﬁts within customer limitations, solves a problem and matches customer behaviour.  1.CREATING THE HELP DESK BY USING THE FLASK.  2. TO GRAPHICALLY PROVIDE INSIGHT TO THE QUESTIONS | 1. **CHANNELS of BEHAVIOUR CH**     1. **ONLINE**   What kind of actions do customers take online? Extract online channels from  The entire data set is protected and kept in the cloud.   * 1. **OFFLINE**   What kind of actions do customers take ofﬂine? Extract ofﬂine channels from #7 and use them for customer development.  ENSURE THAT THEY IDENTIFY THE BEST SOLUTION TO THEIR PROBLEMS. |  |
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| **4. EMOTIONS: BEFORE / AFTER EM**  How do customers feel when they face a problem or a job and afterwards?  i.e. lost, insecure > conﬁdent, in control - use it in your communication strategy & design.  1.CUSTOMER GET THE PROBLEMS SOLVED BY THE CATEGORY OR BY HELP DESK |