

Define CS, fit into

### 1. CUSTOMER SEGMENT(S)

CS

Who is your customer?

People who are in stock inventory management and retail business.

### 6. CUSTOMER

CC

What constraints prevent your customers from taking action or limit their choices of solutions? i.e., spending power, budget, no cash, network connection, available devices.

1. Easy interface
2. Budget
3. Finding difficult to use the app

### 5. AVAILABLE SOLUTIONS

AS

Which solutions are available to the customers when they face the problem or need to get the job done? What have they tried in the past? What pros & cons do these solutions have? i.e., pen and paper are an alternative to digital notetaking

You can delight a store customer whose size or preferred color is out of stock at one location by using the POS system to check whether the item is available at another store or warehouse.

Explore AS,

Focus on J&P, tap into BE, understand

### 2. JOBS-TO-BE-DONE / PROBLEMS

J&P

Which jobs-to-be-done (or problems) do you address for your customers? There could be more than one; explore different sides.

To create an inventory management system.

### 9. PROBLEM ROOT CAUSE

RC

What is the real reason that this problem exists? What is the back story behind the need to do this job?

i.e., customers have to do it because of the change in regulations.

1. Detection and prediction of the error in stock management.
2. Less intervention of external analysis team

### 7. BEHAVIOUR

BE

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

i.e., directly related: find the right solar panel installer, calculate usage and benefits; indirectly associated: customers spend free time on volunteering work (i.e., Greenpeace)

1. The input data is feed into the application interface
2. Recommends and guides various actions of solution after the stock is analyzed.
3. Building and integrating the chatbot that interacts with the user regarding the stock management.

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ONLINE

### 1. TRIGGERS

TR

There is no proper application to manage retail stock details and analysis.

### 2. EMOTIONS: BEFORE / AFTER

EM

Due to incomplete solution and result, the customer is dissatisfied and lacks positivity.

### 10. YOUR SOLUTION

SL

Inventory management methods help retailers generate maximum profits by reducing costs, improving efficiency and understanding sales drivers. These methods optimize quantities purchased from suppliers, fine-tune fulfillment processes, strategically locate products, account for inventory and analyze demand and sales patterns.

### 8. CHANNELS of BEHAVIOUR

CH

1. Checks for available stocks
2. Carefully analyses about the stocks.
3. Identifies the solutions regarding stock problems.

OFFLINE

1. Checks for presence of the particular stock
2. Recommends steps for proper stock management.
3. Stock availability.

Extract online & offline CH of BE

Identify strong TR & EM