

Define CS, fit into CC	<div>1. CUSTOMER SEGMENT(S)<div>CS</div></div> <div>Customers are mainly persons who make queries through online.</div>	<div>6. CUSTOMER CONSTRAINTS<div>CC</div></div> <div>Client information gets stored and gets received when required.</div>	<div>5. AVAILABLE SOLUTIONS<div>AS</div></div> <div>The users can login to the platform and just give the information required and they can explain their issues. Employee will assign to solve their issues.</div>	Explore AS, differentiate Focus on J&P, tap into BE, understand RC
	<div>2. JOBS-TO-BE-DONE / PROBLEMS<div>J&amp;P</div></div> <div>Customer service representatives work directly with clients or customers to provide assistance, resolve complaints, answers questions. If you enjoy helping people, a customer service jobs to be done.</div>	<div>9. PROBLEM ROOT CAUSE<div>RC</div></div> <div><div>1. Probably the server is overloaded or unreachable because of a network problem.</div><div>2. Cancellation tickets can be done either through the user login in the website or mobile application.</div><div>3. Dealing with angry customers.</div></div>	<div>7. BEHAVIOUR<div>BE</div></div> <div>Effective customer service starts by listening to what customers have to say about their needs, wants or concerns. If you can provide complete and honest answers to their questions, you begin to gain their trust.</div>	

I d e n ti fi y s t r o n g T R & E M	<b>3. TRIGGERS</b> <b>TR</b> Not knowing the criteria for solving the queries. User can know about the platform through browsing or via friends	<b>10. YOUR SOLUTION</b> <b>SL</b> Our solution to solving the queries. To solve the queries agent is assign to the user. User explains theirqueries so the agent will solve the problem.	<b>8.CHANNELS of BEHAVIOUR</b> <b>CH</b> Online: login to the website and explaintheir issues of the product.
	<b>4. EMOTIONS: BEFORE / AFTER</b> <b>EM</b> <b>Before:</b> Getting fault product from the online Website. <b>After:</b> Queries clear for the fault product.		