

Define CS, fit into CC	<div><div>1. CUSTOMER SEGMENT(S)</div><div>CS</div><div>Who is your customer? Job seeker</div></div>	<div><div>6. CUSTOMER CONSTRAINTS</div><div>CC</div><div>What constraints prevent your customers from taking action or limit their choices of solutions? spending power,no cash, network connection, available devices.</div></div>	<div><div>5. AVAILABLE SOLUTIONS</div><div>AS</div><div>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? Chatbot interaction</div></div>	Explore AS, differentiate
	<div><div>2. JOBS-TO-BE-DONE / PROBLEMS</div><div>J&P</div><div>Which jobs-to-be-done (or problems) do you address for your customers? Irrelevant information Inaccurate results</div></div>	<div><div>9. PROBLEM ROOT CAUSE</div><div>RC</div><div>What is the real reason that this problem exists? What is the back story behind the need to do this job? Cold start Overspecialization Ramp-up scalability</div></div>	<div><div>7. BEHAVIOUR</div><div>BE</div><div>What does your customer do to address the problem and get the job done? Interact with the Chatbot</div></div>	
Identify strong TR & EM	<div><div>3. TRIGGERS</div><div>TR</div><div>What triggers customers to act? efficient solution. Accurate results</div></div>	<div><div>10. YOUR SOLUTION</div><div>SL</div><div>This application will give accurate results as possible and provides instant solution for the customer problems in addition to that , customers can interact with the chatbot which gives relevant solution to the customer problems Furthermore, this skill/job recommender application provides up to date information of job openings of the firms.</div></div>	<div><div>8.CHANNELS of BEHAVIOUR</div><div>CH</div><div>8.1 ONLINE What kind of actions do customers take online? Search and seek job openings</div><div>8.2 OFFLINE What kind of actions do customers take offline? update their profile</div></div>	Identify strong TR & EM
	<div><div>4. EMOTIONS: BEFORE / AFTER</div><div>EM</div><div>How do customers feel when they face a problem or a job and afterwards? frustrated, insecure > confident, in control</div></div>			

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