### 1. CUSTOMER SEGMENT(S)

- Industrialists
- Engineers
- Safety Control Personals

### 5. AVAILABLE SOLUTIONS

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

### 8. CHANNELS OF BEHAVIOUR

- **8.1 ONLINE**
- E-Mail to developers
- Online Community
- **8.2 OFFLINE**
- Complaint Letters

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

- 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.

### 6. CUSTOMER CONSTRAINTS

- Network Connection
- Complexity in Installation

### 9. PROBLEM ROOT CAUSE

- 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.

## 3. TRIGGERS

- Usage of the device is portrayed in the news.
- In real life situation, the device has helped in saving number of individuals.

## 4. EMOTIONS: BEFORE/AFTER

- Before the action is taken, the user feels deceived and cheated.
- After the problem is resolved, user feels the sincerity of the developers.

## 7.BEHAVIOUR

- Harsh environment is prevailing only on certain industry; thus, the frequency ofthe 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

## 10. YOUR SOLUTION

- Network strength must be boosted in the device
- Device can be manufactured in multiple standards based on the environment.