

Define CS, fit into CC	1. CUSTOMER SEGMENT(S) CS People who are using the website and facing difficulties	6. CUSTOMER CONSTRAINTS CC Network issues, site login	5. AVAILABLE SOLUTIONS AS Email alert, Chatbot	Explore AS, differentiate
	2. JOBS-TO-BE-DONE / PROBLEMS J&P Problems like network, server issues, cloud storage	9. PROBLEM ROOT CAUSE RC Customers have to login and check whether everything is ok or not	7. BEHAVIOUR BE Customer should say the problem in effective manner to agent and keep in touch with them until the issues resolved	

	3. TRIGGERS TR seeing their neighbor installing a website and facing issues, reading about a more efficient solution.	10. YOUR SOLUTION SL Providing email alerts, chatbot and communication with customers about issues until it gets resolved.	8. CHANNELS of BEHAVIOUR CH online/offline Getting feedbacks, customer review	

	<div>4. EMOTIONS: BEFORE / AFTER</div> <div>EM</div> <div>Frustrated,anger</div>			
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