

## 4. EMOTIONS: BEFORE / AFTER

Identify

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How do customers feel when they face a problem or a job and afterwards? i.e. lost, insecure > confident, in control - use it in your communication strategy & design. EM

Seeing neighbor Dressing Styles

Felling Sad and Frustration > Selfconfident

the canvas, and check how much it fits reality.

If you are working on a new business proposition, then keep it blank until you fill in the canvas and come up with a solution that fits within customer limitations, solves a problem and matches customer behaviour.

> Make a ChatBot Assistant for shopping with customers and send notifications when new collections arravied

What kind of actions do customers take online? Extract online channels from #7

What kind of actions do customers take offline? Extract offline channels from #7and use them for customer development.

> ONLINE: Customers buy the new clothes OFFLINE: Customers will use the clothes