

Define CS, fit into CC	<div>1. CUSTOMER SEGMENT(S)</div> <div>Credit/Debit Card</div> <div>Fund Transfer</div> <div>Bank Account</div> <div>Fixed Deposit</div> <div>Loans</div> <div>Bill Payment</div> <div>CS</div>	<div>6. CUSTOMER CONSTRAINTS</div> <div>Long waiting times.</div> <div>Inconsistency.</div> <div>Can't find the answer on the website.</div> <div>An exponential increase in the number of new applications.</div> <div>CC</div>	<div>5. AVAILABLE SOLUTIONS</div> <div>Unlocking or locking cards.</div> <div>resetting</div> <div>AS</div>	Explore AS, differentiate
Focus on J&P, tap into BE, understand RC	<div>2. JOBS-TO-BE-DONE / PROBLEMS</div> <div>Customer to create a bank account.</div> <div>Bot answer loan queries</div> <div>Bot answer general banking queries.</div> <div>Bot answer queries regarding.</div> <div>Net banking</div> <div></div>	<div>9. PROBLEM ROOT CAUSE</div> <div>Automate customer support.</div> <div>Handle numerous customer.</div> <div>Interaction at a time.</div> <div>Assist customer queries 24/7.</div> <div>RC</div>	<div>7. BEHAVIOUR</div> <div>Making payments.</div> <div>Verifying recent transactions</div> <div>Checking account balances,</div> <div>Reporting fraud</div> <div>Transaction funds</div> <div>Provide credit report updates</div> <div>Downloading bank statements</div> <div>BE</div>	Focus on J&P, tap into BE, understand RC

<div>3. TRIGGERS</div> <div>Instant Notifications Easy Data & Documents Collections and verification 24 * 7 Assistance</div>	<div>10. YOUR SOLUTION</div> <div>Optimize conversion rates, improve customer experiences, contribute to direct revenue</div>	<div>8. CHANNELS of BEHAVIOUR</div> <div>Transfer money to internal or external bank accounts Pay bills, manage direct debits. Send money internationally.</div>
<div>4. EMOTIONS: BEFORE / AFTER</div> <div>Long Waiting Times in Customer Services Limited Channels and Separate Strategies.</div>		<div>10. Your Solution</div> <div>Optimize conversation rates, improve customer experiences, contribute to direct revenue.</div>