

Define CS, fit into CC	<div>1. CUSTOMER SEGMENT(S)</div> <div>Who is your customer?</div> <div>An old man of age 60 years .</div> <div>CS</div>	<div>6. CUSTOMER CONSTRAINTS</div> <div>What constraints prevent your customers from taking action or limit choices</div> <div>spending power, budget, no cash, network connection, available devices.</div> <div>CC</div>	<div>5. AVAILABLE SOLUTIONS</div> <div>Which solutions are available to the customers when they face the problem?</div> <div>That problems can be quickly solved by the members of our organization.</div> <div>CS</div>	Explore AS, differentiate
Focus on J&P, tap into BE.	<div>2. JOBS-TO-BE-DONE</div> <div>Plasma is the clear, straw-colored liquid portion of blood that remains after red blood cells, white blood cells, platelets and other cellular components are removed. It is the single largest component of human blood, comprising about 55 percent, and contains water, salts, enzymes, antibodies and other proteins.</div> <div>BE</div>	<div>9. PROBLEM ROOT CAUSE</div> <div>Root cause analysis helps us to solve a problem by getting to the root of it! We do this by looking at the entire cause and effect chain and then solving the problem by developing a countermeasure (an action plan to ensure the problem does not happen again) at the lowest point that you can affect.</div> <div>RC</div>	<div>7. BEHAVIOUR</div> <div>What does your customer do to address the problem and get the job done?</div> <div>They can intimate Their problems to our customer care and our customer care section will provide them a quick service.</div> <div>BE</div>	Focus on J&P, tap into BE.

Identify triggers & root causes	<div>3. TRIGGERS</div> <div>Shortage of bed in hospitals</div> <div>TR</div>	<div>zq</div>	<div>8. CHANNELS of BEHAVIOUR</div> <div>8.1 ONLINE</div> <div>In online cause they can visit our website and claim their complaint,</div> <div>8.2 OFFLINE</div> <div>CH</div>	Identify triggers & root causes
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<div data-bbox="152 63 454 89" data-label="Section-Header"><p>4. EMOTIONS: BEFORE / AFTER</p></div> <div data-bbox="152 97 678 116" data-label="Text"><p>How do customers feel when they face a problem or a job and afterwards?</p></div> <div data-bbox="721 59 761 89" data-label="Image"></div> <div data-bbox="152 124 508 164" data-label="Text"><p>slow response time.</p></div> <div data-bbox="152 172 168 196" data-label="Text"><p>a</p></div>		<p>In offline mode the customers can directly contact the head office and find the solution to their problem.</p>
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