

Define CS, fit into CC	<div>1. CUSTOMER SEGMENT(S)<div>CS</div></div> <div>Web users, mainly persons who make compliant through online.</div>	<div>6. CUSTOMER CONSTRAINTS<div>CC</div></div> <div>The users have some constraints about the predictor whether the platform gives the correct solution or not and also it will be useful to predict or not.</div>	<div>5. AVAILABLE SOLUTIONS<div>AS</div></div> <div>The users can login to the platform and just give the information required and they can explain their issues. Employee will assign to solve their issues.</div>	Explore AS, Differentiate
Focus on J&P, Tap into BE, Understand	<div>2. JOBS-TO-BE-DONE/PROBLEMS<div>J&amp;P</div></div> <div>To solve their issues or problems by assign a agent.</div>	<div>9. PROBLEM ROOT CAUSE<div>RC</div></div> <div>Users are often worried about their product and they would spend money on the product and sometimes product will be a fault or issued product.</div>	<div>7. BEHAVIOUR<div>BE</div></div> <div>To find the user friendly application that provide services to solve the users issues</div>	Focus on J&P, Tap into BE, Understand
	<div>3. TRIGGERS<div>TR</div></div> <div>Not knowing the criteria for solving the queries. User can know about the platform through browsing or via friends</div> <div>4. EMOTIONS: BEFORE / AFTER<div>EM</div></div> <div><div>Before: Getting fault product from the online Website.</div><div>After: Queries clear for the fault product</div></div>	<div>10. YOUR SOLUTION<div>SL</div></div> <div>Our solution to solving the queries. To solve the queries agent is assign to the user. User explains their queries so the agent will solve the problem.</div>	<div>8. CHANNELS of BEHAVIOUR<div>CH</div></div> <div>Online: login to the website and explain their issues of the product.</div>	