1. CUSTOMER SEGMENT(S)



J&P





3. A VAILADLE SULUTIUNS



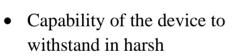
Team ID: PNT2022TMID17179

- Industrialists
- Engineers
- Safety Control Personals

- Network Connection
- Complexity in Installation

- Upgrading to a premium network plan.
- Availing network connection from a reliable Service provider.

2. JOBS-TO-BE-DONE / **PROBLEMS**



environment is questionable.

Due to network issue data couldn't be uploaded to the cloud at all times.

9. PROBLEM ROOT CAUSE RC

- Quality of the material using which the device is made up of plays a vital role in the capability of the device to work in harsh environment.
- Location of the device installation and the network plan used by the user are the cause of Network issue.

7. BEHAVIOUR



- Harsh environment is prevailing only on certain industry; thus, the frequency of the said problem is low. In such a case the customer complaints multiple times to get the attention.
- Network issue is very common as most of the industries are located at the country side. Here the contact both the developers and the service providers

3. TRIGGERS



- Usage of the device is portrayed in the news.
- In real life situation, the device has helped in saving number of individuals.

4. EMOTIONS: BEFORE/AFTER [™]



- Before the action is taken, the user feels deceived and cheated.
- After the problem is resolved, user feels the sincerity of the developers.

10. YOUR SOLUTION



- Network strength must be boosted in the device
- Device can be manufactured in multiple standards based on the environment.

8. CHANNELS OF BEHAVIOUR CH



8.1 ONLINE

- E-Mail to developers
- Online Community

8.2 OFFLINE

• Complaint Letters