|                         | 1. CUSTOMER SEGMENT(S)  Web users, mainly persons who purchase products through online payment or make online transactions.  | 6. CUSTOMER CONSTRAINTS  No breakdown of server connections and full permission to scan the transaction process.  | Use multi-factor authentication to secure your accounts. Some accounts supply more security by needing two or more credentials to log in. Multi-factor authentication is one of the available solution |
|-------------------------|--|---|--|
|                         | 2. JOBS-TO-BE-DONE/PROBLEMS  To keep the user's data and transactions protected from phishing sites and attackers.   | Poor network authentication or use of traditional encryption technique. Fooling customers by spoofing original websites.  | 7. BEHAVIOUR  Directly related: finds the user friendly Web phishing detection application  Indirectly related: permission to access the whole transaction process and server connectivity             |
| Identify strong TR & EM | 3. TRIGGERS  If web phishing detection is implemented successfully, it makes other users and shopping sites to prefer our application for payments and transactions.  4. EMOTIONS: BEFORE / AFTER  EM  Before: getting cheated up by phishing website.  After: data confidentiality and secure transactions. | 10. YOUR SOLUTION  1. Create a web application or web page to get the active URL as input.  2. Extract URL contents and test the model using data mining algorithm and predict. If the website is a hacked one send alert message and store it in blacklisted URLs or else continue the transaction process.  3. Prediction is more accurate. | 8. CHANNELS of BEHAVIOUR  Online: Inputs the active url and extract the details for prediction.  Offline: Stores the detected phishing sites to Blacklisted url.                                       |