1. CUSTOMER SEGMENT(S)

· From young to old people

· Can be accessed by anyone

CC

## **TEAM ID: PNT2022TMID27612**

- · News getting viral and trending
- · One stop solution to get current affairs, edhucational, sports, stock market

# 4. EMOTIONS: BEFORE / AFTER

- · Skeptical decision making stock market predictions because of unrealistic information

## 6. CUSTOMER CONSTRAINTS

CS

J&P

TR

EM

- · Internet and Network Issues based on location
- · Unnecessary Notifications
- · Poor User Interface & User Experience
- · No customization options
- · Unrelated Advertisements when reading important information

### 5. AVAILABLE SOLUTIONS

- · User Friendly UI/UX, avoiding misleading ads
- · Chat bot for user queries and feedback
- User interest and location based prioritization
- · Easy and quick access to favorite content
- Search and filter options

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

- · Minimize Irrelevant Content and Ads
- · Internet and Network Issues based on location
- Unnecessary Notifications
- · Poor User Interface & User Experience
- · No customization options
- Unrelated Advertisements when reading important information
- · Provide dark mode

## 9. PROBLEM ROOT CAUSE

- · No proper search and filter options
- · Unnecessary Notifications
- Poor User Interface & User Experience
- · No customization options
- · No proper help desk
- · Not all are comfortable to light mode
- · No download options

## 7. BEHAVIOUR

- · User searching news and wasting time on it
- · User gets frustrated while using bad user interface
- · Misleading ads or topics is time consuming and confusing
- User need all types of content and needs their favorite content to be prioritized.
- · User may feel stressed eye.
- · User may avoid notification if it is not related.

## 3. TRIGGERS

· Irrelevant & unwanted news is time consuming and frustating

### **10. YOUR SOLUTION**

- · Search bars and content customization tiles
- · Enabling download options and save or pin post options
- · Chat bot Feature
- Dark Mode
- · Providing like, comments, tag, polling options to develop to develop user interface further more.
- · User can control their notification. They can select content which they need to notified.
- · Interest and Location based contents

### 8. CHANNELS of BEHAVIOUR

#### 8.1 ONLINE

SL

- · User can customize their news according to their interest.
- User can interact with community feed and user can report any queries using chat bot

#### 8.2 OFFLINE

- · User can save post and then read it for later
- User can download post and can share it to other people.

СН

Explore AS, differentiate

Focus on J&P, tap into BE, understand RC

BE

Extract online & offline CH of BE