

Define CS, fit into CC	<p>1. CUSTOMER SEGMENT(S) CS</p> <p>All category people.(eg. Business people, students, self employed people, etc.)</p>	<p>6. CUSTOMER CC</p> <p>Network connection, Android mobile with efficient features.</p>	<p>5. AVAILABLE SOLUTIONS AS</p> <p>Customer can have updates on current bank schemes, loan details, procedures for opening new account, and other Banking services via Chatbot help.</p>	Explore AS, differentiate
	Focus on J&P, tap into BE, understand RC	<p>2. JOBS-TO-BE-DONE / PROBLEMS J&P</p> <p>We have to create the chat assistant, to help the customer queries.</p>	<p>9. PROBLEM ROOT CAUSE RC</p> <p>Maybe lack of knowledge of banking services or less updation on recent banking schemes.</p>	
Identify strong TR & EM		<p>3. TRIGGERS TR</p> <p>If the customer faces any challenges or require any service (eg . Procedure for applying debit card,. etc)</p> <p>4. EMOTIONS: BEFORE / AFTER EM</p> <p>Before: The customer struggles in accessing banking operations in certain cases. After : Becomes tension free with his/her banking operations since Chabot is there to assist them.</p>	<p>10. YOUR SOLUTION SL</p> <p>In our App, we have Chat Assistant; it will be helpful for all customer queries regarding banking.</p>	<p>8. CHANNELS of BEHAVIOUR CH</p> <p>ONLINE: In the application we provide kind of service related information.</p> <p>BENEFITS: Time management Easy to implement No travel cost Document free</p>