

Problem-Solution fit canvas 2.0

Purpose / Vision

1. CUSTOMER SEGMENT(S)

CS

Business pupil, students, and women.

5. CUSTOMER CONST.

CC

Network connection, account details, secure essential documents.

8. AVAILABLE SOLUTIONS

AS

If we using the website. We check lot of bank options.

The lot of information we have to store or check the many things in the website, to know the rules and regulations.

2. JOBS-TO-BE-DONE / PROBLEMS

J&P

We have done the options for ,savings account , transaction history for the requirements.

6. PROBLEM ROOT CAUSE

RC

Changing and forgetting passwords, problem in network, No regular updates. Fee charged, No safe and secure .

9. BEHAVIOUR

BE

What does your customer do to address the problem and get the job done?

If we have contact bank officer, we can able to find our problems and find solution for those problems

3. TRIGGERS

TR

If we don't know the process to create another bank account or changing phone number in corresponding account We have to contact the bank officer.

7. YOUR SOLUTION

SL

In that we have included the contact number and short message service. It's helpful for all problems in the application. It will give solution for all kind of problems in the bank application.

10.CHANNELS of BEHAVIOUR

CH

ONLINE:

In the website, we use all kind of services in provided by the bank in online.

BENEFITS:

Time management
No travel cost

4. EMOTIONS: BEFORE / AFTER

EM

Before: we have to go to the bank and check the bank details.

After: After, the website will use all kind of services to check the online banking.