

Define CS, fit into	<div><div>1. CUSTOMER SEGMENT(S)<div>CS</div></div><div>Who is your customer?</div><div>The retailers and shopkeepers are the customers in out project, the retailers can update and maintain the inventory and shopkeepers can check for their product in the inventory</div></div>	<div><div>6. CUSTOMER<div>CC</div></div><div>What constraints prevent your customers from taking action or limit their choices of solutions? i.e. spending power, budget, no cash, network connection, available devices.</div><div>The main constraint is that retailers can maintain stocks manually, but in this project after the product is purchased the inventory will be automatically updated</div></div>	<div><div>5. AVAILABLE SOLUTIONS<div>AS</div></div><div>Which solutions are available to the customers when they face the problem or need to get the job done? What have they tried in the past? What pros & cons do these solutions have? i.e., pen and paper is an alternative to digital notetaking</div><div>Maintain excel sheet. Inventory dairy to maintain stocks. Pros: Through this method consumption of time is high Cons: By our project we can maintain stocks in cloud and maintain inventory neatly.</div></div>	Explore AS,
	<div><div>2. JOBS-TO-BE-DONE / PROBLEMS<div>J&P</div></div><div>Which jobs-to-be-done (or problems) do you address for your customers? There could be more than one; explore different sides.</div><div>Theory, there are three types of jobs-to-be done your customer is trying to get done - functional, emotional and consumption</div></div>	<div><div>9. PROBLEM ROOT CAUSE<div>RC</div></div><div>What is the real reason that this problem exists? What is the back story behind the need to do this job? i.e., customers have to do it because of the change in regulations.</div><div>Lack of real time engagement in many scenarios, the retailers are need instant inventory report and notifications on products availability to retailers.</div></div>	<div><div>7. BEHAVIOUR<div>BE</div></div><div>What does your customer do to address the problem and get the job done? i.e., directly related: find the right solar panel installer, calculate usage and benefits; indirectly associated: customers spend free time on volunteering work (i.e. Greenpeace)</div><div>Stay calm. Treat the situation with humor rather than getting angry. Distract their attention, rather than getting confrontational. If other people are present, explain to them that the behavior is because of an illness and is not personal</div></div>	
	<div><div>3. TRIGGERS<div>TR</div></div><div>These interactions/triggers are pieces of information which users create through their everyday actions that indicate they are either a information or not.</div></div>	<div><div>10. YOUR SOLUTION<div>SL</div></div><div>The database created for the retailers and connected with the website through which the retailers can see the products status and availability, and shopkeeper can see the products in the inventory for their purchase after purchase the inventory will be automatically updated.</div></div>	<div><div>8. CHANNELS of BEHAVIOUR<div>CH</div></div><div>8.1 ONLINE The retailers and shopkeepers can login to website and ask any related queries to that bot and agent, the bot/ agent can able to answer the queries.</div><div>8.2 OFFLINE The retailers can directly visit to the respected organization or show room and ask any related questions.</div></div>	
Identify strong TR & EM	<div><div>4. EMOTIONS: BEFORE / AFTER<div>EM</div></div><div>The customer feels very bad. Do not try to talk over the customer or argue with them. Let the customer have their say, even if you know that they are mistaken and don't have all the information, or you can anticipate what they are asking.</div></div>			Extract online & offline CH of BE