

Define CS, fit into CC

1. CUSTOMER SEGMENT(S)

CS

Customer segmentation can help them better understand their customers and meet their unique needs. This can help them effectively and efficiently. Communicating with segments of customers through preferred channels or platforms. marital status is important for understanding their customer base.

6. CUSTOMER CONSTRAINTS

CC

The current implementation for communication during disaster relief is based on Terrestrial Trunk Radio which uses narrowband techniques, Long Term Evolution (LTE) is expected to be the primary technique for future implementations. If power is lost, use a generator with caution. Make sure conditions are safe before operating a portable generator. Only operate it outside away from windows, doors or vents.

5. AVAILABLE SOLUTIONS

AS

AI systems can help with seismic data to analyse the magnitude and patterns of disasters and predict the location of disasters and it's applications with the help of rainfall records and flood simulations. It use satellite to predict and monitor the path and intensity of disasters.

Explore AS, differentiate

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

2. JOBS-TO-BE-DONE / PROBLEMS

J&P

The customer face many problems during disaster. It will come in the form of

- Hazardous waste.
- Property damage.
- Structural damage to buildings.
- Loss of utilities like electricity and water.
- Debris cleanup and waste management solutions.
- Infrastructure-related problems such as closed roads and communication losses.

9. PROBLEM ROOT CAUSE

RC

Different disasters occur due to various causes. Causes for such calamities can be contributed to deforestation, soil erosion, and pollution. The major causes of catastrophic disasters are natural phenomena occurring in the earth's crust as well as on the surface. Natural phenomenon, Tectonic movement

- Soil erosion
- Air pressure.
- Seismic waves.

7. BEHAVIOUR

BE

Customer will stay under a large table untill a earthquake is gone. They keep themself safe from falling or moving objects during a quake and they make sure that electricity and gas are off before evacuation. And stay away from power lines and electrical wires

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

I d e n t i f y s t r o n g T R & E M	<p>3. TRIGGERS TR</p> <p>The unavailability of food items triggered panic buying of the missing items throughout retail stores in impacted and non impacted areas. The degradation of the infrastructure also made it difficult to supply, water, vegetables, and meat to major cities. led to rising food prices of lemon and garlic, which are two basic foodstuff in the Peruvian diet.</p>	<p>10. YOUR SOLUTION SL</p> <p>I will donate cash to an accredited disaster relief organization, donate food or other items and I will share posts about what's going on to let others know. I will use trending hashtags to contribute to the growing conversation and spread awareness.</p> <p>I use my skills or trade to help rebuild damaged areas.</p>	<p>8.CHANNELS of BEHAVIOUR</p> <p>8.1 ONLINE</p> <p>Officials use social media during a disaster to alert the public where help is located and when they plan on reaching impacted areas. Any photos or videos uploaded to social media networks aid in documenting the damage of the affected areas and identifying survivors.</p> <p>8.2 OFFLINE</p> <p>Today's generation we are more updated and having more facilities. During pandemic period or any disaster occurs we can communicate through mobile phone or through many devices but in old generation that is without mobile / no internet or device facilities, A personalized postcard in the mailbox will always grab the customer's attention. Use direct mail strategies such as tailored postcards to connect with customers personally. They have no devices and no internet connections but they have the emotions to connect with the love ones and pray to God for their loved ones and for all people to get stay safe</p>	I d e n t i f y s t r o n g T R & E M
	<p>4. EMOTIONS: BEFORE / AFTER EM</p> <p>Customers can't control their feelings of Feelings of feelings of fear, anger, sadness, worry, numbness, or frustration because of their loss of loved ones, homes and possessions. A lot of food items are destroyed. Schools, hospitals and other important public places get destructed. After disaster customer face many problems, they have to rebuild their houses, arrange for safer drinking water and many people may have to start an altogether new occupation to earn money.</p>			