

1. CUSTOMER SEGMENT(S)

Who is your customer?
i.e. working parents of 0-5 y.o. kids

CS

Hioners looking for the trendiest in latest fashion.College gh school and middle school age ofessionals in search of trendy clothing at an affordable price for themselves and their children.

6. CUSTOMER CONSTRAINTS

What constraints prevent your customer from finding solutions? i.e. spending power, budget, devices.

Significant investments in marketing and operations.

2. JOBS-TO-BE-DONE / PROBLEMS

Which jobs-to-be-done (or problems) do you address for your customers? There could be more than one, explore different sides.

J&P

Jobs to be done is a theory of consumer action. It describes the mechanisms that cause a consumer to adopt an innovation.

9. PROBLEM ROOT CAUSE

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.

RC

Root cause analysis is the process of discovering the root causes of problems in order to identify appropriate solutions..

7. BEHAVIOUR

What does your customer do?
i.e. directly related (or indirectly associated) behaviour(s)

Sp
Vi

3. TRIGGERS

TR

What triggers customers to act?
i.e. seeing their neighbour installing solar panels, reading about a more efficient solution in the news.

A Trigger is an event that causes a buyer to have a clear need which usually converts into a sense of purpose and urgency in their buying process.

4. EMOTIONS: BEFORE / AFTER

EM

How do customers feel when they face a problem or a job and afterwards?
i.e. lost, insecure > confident, in control - use it in your communication strategy & design.

When a customer calls with a poor product quality complaint,it's important to ask the customer questions about the product and identify the major issues.

10. YOUR SOLUTION

SL

If you are working on an existing business, write down your current solution first, fill in the canvas, and check how much it fits reality.
If you are working on a new business proposition, then keep it blank until you fill in the canvas and come up with a solution that fits within customer limitations, solves a problem and matches customer behaviour.

Boost your algorithm using model size.Ditch your user-based collaborative filtering model

8.CHANNELS of BEHAVIOUR

CH

8.1 ONLINE

What kind of actions do customers take online? Extract online channels from #7

Help your customers feel secure.Cybersecurity is more important now than ever and secure card processing matters.

8.2 OFFLINE

What kind of actions do customers take offline? Extract offline channels from #7 and use them for customer development.

Bring the best of your social mediacontent-reviews,announcements,community discussion-offline.

Identify strong TR & EM

