EM

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Identify strong TR

Explore AS, differentiate

Focus on J&P, tap into BE, understand

1. CUSTOMER SEGMENT(S)

Who is your customer?

A retailer and Small Business owners are our customers. When customers get the products they want faster with fewer Mistakes or out-of-stocks, it increases customer loyality.

6. CUSTOMER

CS

J&P

TR

EM

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.

Inventory Management helps retailers address another costly inefficient that happens when products expire or become obsolete. This phenomenon can apply to pershables that have a limite, Shelf life, such as milk and meat, non-pershible that become Obesolete because consumer tastes and technology change.

5. AVAILABLE SOLUTIONS

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RC

SL

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 dothese solutions have? i.e. pen and paper is an alternative to digital notetaking

Consider the customer support team to clarify the doubts and Technical issues. Customer satisfaction is our main goal, Even we try to give a suggestion and introduce new stuff's from the market. Customer expect the new products and enjoy to use a New inventions. So, Retail stores also changed user interface Analog into digital.

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.

Anaylize the stocks to avoid overbuy the stuff's. Target the Customer satisfaction, Try to improve products quality and Ask feedback from the cutomer. Start to purchase from the local sellers. Sold out the stuff's in a retail price to avoid the minimal problems.

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.

Most of the customers are need to buy a branded and quality worth Products from the retail store, Because of the brand Marketing and Sales strategies. Ex.(Iphones, Coca-cola,..) They want to show off And addicted to purchase the new collections. This is the root cause Of the problems and also the back story of every new products.

7. BEHAVIOUR

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)

Customer use the social media's and the internet services to clarify all the doubts. Even, the customer services also help to clear the customer doubts and problems. In there is so many articles and blogs are writtened in the internet for every products. There is a product Reviews also help the customers to buy a Right products from the market or online shopping.

3. TRIGGERS

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

Custmors are basically triggered from the advertisement, But now They are need to show off the new products in the social media Platforms. They can't try understand the marketing strategies and Social media advertising. They need to know about the marketing And Social media's algorithm.

4. EMOTIONS: BEFORE / AFTER

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.

Customers are fooled from the fake brands, They doesn't know The Different between the original and fake one. They feel so happy to buy but, they realize after they waste the money. Self awareness and good understand of the marketing is save more money.

10. YOUR SOLUTION

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

Consumers are prepare a list and buy the listed items to avoid the unneccesary products. Every customer can think one or two time to know the real value and usage of every products. Prepare a budget note and calculate the monthly expenses to save more money. These are the simple and effective ways to avoid the money waste.

8. CHANNELS of BEHAVIOUR

8.1 ONLINE

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

Customers should consult with the sellers and analyse the reviews From the product users. They should research about the products basics and the quality of a product.

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

Customer should call the customer support and product seller to enquiry about the product and know the uses and benefits.

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