Define CS, fit into CC

1.CUSTOMER SEGMENT(S)   `CS`
Who is your customer?
- The person who is booking the ticket.
- Person who can get solved their problem by their agent.

6. CUSTOMER CONSTRAINTS   `CC`
What constraints prevent your customers from taking action or limit their choices of solutions?
- Working as a customer service respresentative requires you to maintain a friendly

5. AVAILABLE SOLUTIONS   `AS`
solutions are available t the customer when they face the problem or need to get the job done?what have they in the past?what pros &cons do these solutions have?

Pros:
- Customer issues can be easily solved by their assigned agent.

Cons:
- Delivering false information.

Explore AS, differentiate

Focus on J&P, tap into BE, understand

2. JOBS-TO-BE-DONE / PROBLEMS   `J&P`
Which problem do you solve for your customer?
There could be more than one,explore different sides.
- **Issues related to the ticket.**
- **Network and server issues**.

9. PROBLEM ROOT CAUSE   `RC`
What is the real reason that this problem exists? What is the back story behind the need to do this job?
- Server down problem.
- Network issues.

7.BEHAVIOR   `BE`
What does your customer do about/around/directly or indirectly related to the problem?
- Use qualitative and quantitative methods like focus group,surveys and customer behaviour data.

Focus on J&P, tap into BE, understand

3. TRIGGERS   `TR`
What triggers customers to act?
- It is user friendly.
- Network and server issues.

10. YOUR SOLUTION   `SL`
Every customer is assigned with their agent to solve their problem by email notification.

8. CHANNELS of BEHAVIOUR   `CH`
8.1ONLINE:
- Online ticket booking system.
- Customer get the email notification from the agent.

4. EMOTIONS: BEFORE / AFTER EM

How do customers feel when they face a problem or a job and afterwards?

➢ **Customer emotions inspire decisions continuing on the customer journey and inspiring others to take that journey**

8.2 OFFLINE

➢ **Customer their support from the near by customer support officers.**

➢ **Complaints from the customer and problem solution statement from the agent is don in paperwork.**