on J&P, tap into BE,

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# Cust

# 1.CUSI'OMER SEGEMENI' (S)

CS

Customeí manages theií expenses in manual calculation and some tools.

# 6. CUSI'OMER CONSI'RAINI'S



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.

Due to busy schedule of the customeí difficultto tíack

Customeí wants the application useí fíiendlyand moíe secuíe & fast.

# 5. AVAILABLE SOLUPIONS



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 &

I'he impoitant solution that we suggest is if the expense amount limit exceeds .Aleit E-Mail message will Sent.

# 2. JOBS-l'O-BE-DONE / PROBLEMS

J&P

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

It stoies the account details and the contact details of the customei to peifoim the Expense l'iacking application.

# 9. PROBLEM ROOL CAUSE



# 7. BEHAVIOUR



What does your customer do to address the problem and get the job done?

Le. directly related: find the right solar panel installer, calculate usage and benefits;

Focus on iepoit it is easy to analysis customeis expense cost and plan accoidingly.

#### 3. 1°RIGGERS



Customeí Spending unwanted money by seeing some Neighboís, **1** elevision commeícials etc.

#### 4. EMO1°IONS: BEÏORE / AÏ1°ER



Customeís finds difficult to keep theií tíansaction íeceipt but making use of this application that is avoided

### 10. YOUR SOLUITION

the expenses.



l'his application keeps tíack on all youí spending without a manual calculation. It woíks on anytime and anywheíe. **1**° o minimize the human eííoí, píevent data loss and secuíe tíansaction

#### 8. CHANNELS of BEHAVIOUR



ONLINE

Geneíal budget tíacking application is done bythe customeís in n numbeí of web channels

DEFLINE

Customeí can contíol them self in spending unnecessaíy money on ceítain things by using peísonal expense tíackeí application.