

Define CS, fit into CC	<div>1. CUSTOMER SEGMENT(S) Front end/Back end/Full Stack Developers, Lab technicians,Marketing Professionals,..</div>	<div>6. CUSTOMER CONSTRAINTS Technical Issues,Irresponsive pages in the website,Upload/download issues,Data integrity check issues</div>	<div>5. AVAILABLE SOLUTIONS Monitor the Network connection,Rebooting theiw systems,Restart the Browser/Web client</div>	Explore AS, differentiate
	<div>2. JOBS-TO-BE-DONE / PROBLEMS Troubleshoot the network connection.Check all the data entered is correct or not</div>	<div>9. PROBLEM ROOT CAUSE Every system has different configurations and Different hardware and software componënts</div>	<div>7. BEHAVIOUR Contact a knowledgeable person by paying them,</div>	
Focus on J&P, fao into BE, understand	Identify strong TR			Identify SL, CH
	<div>3. TRIGGERS Their co employees have no issues so they try to Solve by themselves /Contact a professional to reconfigure</div>	<div>10. YOUR SOLUTION First Try to contact the knowledgeable person .if still the query is not cleared go for the online customer support</div>	<div>8. CHANNELS of BEHAVIOUR 8.1 ONLINE Contact the support team</div>	

4. EMOTIONS: BEFORE / AFTER

out of their minds,get angry,behave rudely > Inner peace,Happy,Urges to work



8.2 OFFLINE

Contact a professional within the company