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

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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**

8.2OFFLINE

- ➢ **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.**