

Define CS, fit into CC	1. CUSTOMER SEGMENT(S) CS Who is your customer? i.e. working parents of 8-5 y.o. kids	6. CUSTOMER CONSTRAINTS CC 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	5. AVAILABLE SOLUTIONS AS 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 do these solutions have? i.e. pen and paper is an alternative to digital notetaking	Explore AS, differentiate
	2. JOBS-TO-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.	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? i.e. customers have to do it because of the change in regulations	7. BEHAVIOUR BE 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)	
Identify strong TR & EM	3. TRIGGERS TR What triggers customers to act? i.e. seeing their neighbour installing solar panels, reading about a more efficient solution in the news	10. YOUR SOLUTION SL 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	8. CHANNELS of BEHAVIOUR CH 8.1 ONLINE What kind of actions do customers take online? Extract online channels from #7 8.2 OFFLINE What kind of actions do customers take offline? Extract offline channels from #7 and use them for customer development	Identify strong TR & EM
	4. EMOTIONS: BEFORE / AFTER EM 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		8. CHANNELS of BEHAVIOUR CH 8.1 ONLINE What kind of actions do customers take online? Extract online channels from #7 8.2 OFFLINE What kind of actions do customers take offline? Extract offline channels from #7 and use them for customer development	

1. COSTUMER SEGMENTS:

- HOSPITALS
- AGED PEOPLE
- HEART PATIENTS

2. JOBS-TO-BE-DONE/PROBLEMS:

- WRONG PREDICTION OR ANALYSIS

3. TRIGGERS:

- INTERACTIVE GAMES RELATED TO HEART DISEASES.

4. EMOTIONS:

- BEFORE USING THIS APP ,THEY WOULD HAVE BEEN IN A MISCONCEPTION.AFTER USING IT,THEY'VE GOT A CLEAR CUT KNOWLEDGE.

5. AVAILABLE SOLUTIONS:

- SHORT ANIMATED AWARENESS VIDEOS

- SENSING BODY CONDITIONS WITH A SENSOR
- 100% DOCTOR CERTIFIED

6. BEHAVIOUR:

- USER-FRIENDLY APP

7. CUSTOMER CONSTRAINTS:

- HIGH PAID SUBSCRIPTION
- UNWANTED ADVERTISEMENTS
- SLOW WORKING

8. CHANNELS OF BEHAVIOUR:

ONLINE:

- WE COMMUNICATE USING CHAT BOT

OFFLINE:

- WE PROVIDE THEM A PHONE NUMBER THROUGH WHICH THEY CAN CONTACT US.

9. PROBLEM ROOT CAUSE:

- CUSTOMER INPUT PROBLEMS
- GROUPING DATA WRONG

10. YOUR SOLUTION:

- TO CREATE A WELL INTERACTIVE DASHBOARD THAT SOLVES ALL THE CUSTOMER LIMITATIONS SUCH AS HIGH PAID SUBSCRIPTIONS, UNWANTED INTERRUPTION LIKE ADS ETC AND PROBLEMS AND SATISFY CUSTOMER NEEDS.