Explore AS, differentiate

1. CUSTOMER SEGMENT(S)

1) Customers who are not able to solve them own complaints of what they are

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J&P

2) Customers who do not know the solution of their questions they get.

6. CUSTOMER CONSTRAINTS

What constraints prevent your customers from taking action or limit their choose of solutions? I.e,Spending power, budget, no cash, network connection, available devices

- 1) This application will be supported by almost all the device.
- 2) The solution e proposed will have an alert via email feature, If expense exceed the given limit.
- 3) The solution also provides insights in a graphical way.

5. AVAILABLE SOLUTIONS

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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

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- 1) By reading the guidelines properly.
- 2) Offer a solution and give options whenever possible.
- 3) By communicating properly.
- 4) Address to issue within the company.

2. JOBS-TO-BE-DONE / PROBLEMS

hich jobs-to-be-done (or problems) do you address for you ustomers? There could be more than one; explore different

- 1) The application allow the customers of find the solution for their queries.
- 2) They will able to categorize their
- 3)They also get the free solution where we provide our agents.

9. PROBLEM ROOT CAUSE

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

- 1) Lot of customers don't know the guidelines for their problems.
- 2) Some customers have of lack of knowledge.
- 3) Not knowing the answer to a
- 4) Not reading the guidelines properly.

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; indirectly associated: customers spend free time on volunteering work (i.e. Greenpeace)

- 1) Make sure he/she the guideline properly.
- 2) Make sure they find a proper solution for their queries.

Identify strong TR & EM

3. TRIGGERS

TR

neighbour installing solar panels, reading about a more efficient solution in the news.

1) Customers can know to solve their solutions.

4. EMOTIONS: BEFORE / AFTER EM

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

- i.e. lost, insecure > confident, in control use it in your communication strategy & design.
- 1) Customers can get the form the help

10. YOUR SOLUTION

graphical way.

If you are working on an existing business, write down 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.
- 1) To design a personal help desk using flask. 2) To provide insights their queries in a

8. CHANNELS of BEHAVIOUR CH

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8.1 ONLINE
What kind of actions do customers take online? Extract online channels from #7

1) All their data are secure and being updated to cloud storage.

What kind of actions do customers take offline? Extract offline channels from #7 and use them for customer development.

1) Make sure they the best solution for their complaints.