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1. CUSTOMER SEGMENT(S)

Who is your customer? i.e. working parents of 0-5 v.o. kids

Parents of the children are our customer

6. CUSTOMER CONSTRAINTS

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What constraints prevent your customers from taking action or limit their choices of solutions? i.e. spending power, budget, no cash, network connection, available

Our project will reduce the power, cost with available devices.

5. AVAILABLE SOLUTIONS

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Which solutions are available to the customers when they face the

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

The solution is that the notification is sent to parents mail id.

2. JOBS-TO-BE-DONE / PROBLEMS

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

The notification is sent to the parents through their mail id.

9. PROBLEM ROOT CAUSE

What is the real reason that this problem exists? What is the back story behind the need to do i.e. customers have to do it because of the change in regulations.

Because of the change in regulation.

7. BEHAVIOUR

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)

Customer is free with stress

What triggers customers to act? i.e. seeing their neighbour installing solar panels, reading about a more efficient solution in the news.

Reading about a more efficient solution in the news.

4. EMOTIONS: BEFORE / AFTER

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.

They will feel a lot when their child was lost.

10. YOUR SOLUTION

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.

Our solution is that the notification is sent to parents mail id.

8.CHANNELS of BEHAVIOUR

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.

ONLINE:

Control your kids' access to adult material and help protect them from Internet predators.

OFFLINE:

Mand asks respondents some predetermined questions while other being asked are not planned in advanced.

3. TRIGGERS

strong

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