

Define CS, fit into CC	1. CUSTOMER SEGMENT(S) Age, gender, location, browsing habits, interests and even the devices we use, say a lot about our shopping habits. They influence what we buy, why we buy, and how often we spend money.	6. CUSTOMER CONSTRAINTS <ul style="list-style-type: none"> Quality issues. Delivery and logistics Digital payment failures. Additional charges. Unclear return and guarantee policies Lack of security. 	5. AVAILABLE SOLUTIONS <ul style="list-style-type: none"> Generally, the search bar option is available when a customer or user needs to find the desired product. However, occasionally this can lead to the user or customer finding a product that is unrelated to what they were looking for. 	Explore AS, differential
	2. JOBS-TO-BE-DONE / PROBLEMS <ul style="list-style-type: none"> Navigating between various screens to make an online purchase. This one is the grumpy one. Typically, e-commerce features include searching for a user's product may take more time. 	9. PROBLEM ROOT CAUSE <ul style="list-style-type: none"> Making an online purchase while navigating between numerous screens. The grouchy one is the one. When a customer visits your e-commerce website, they expect to easily and quickly locate what they're looking for. 	7. BEHAVIOUR <ul style="list-style-type: none"> A key priority convenience. Simple access on all devices. Availability of omnichannel shopping Uncomplicated payment Quick and dependable shipping. 	

3. TRIGGERS <ul style="list-style-type: none"> Utilize the personal touch. Encourage Loyalty 	10. YOUR SOLUTION <ul style="list-style-type: none"> You can directly do your online shopping based on your choice without any search. It can be done by using a chatbot. User recommendations can be made by the chatbot depending on their interests. It may advertise their day's top specials and promotions. It will keep a database of the customer's information and orders. If the order is accepted, the chatbot will 	8. CHANNELS OF BEHAVIOUR ONLINE <ul style="list-style-type: none"> In order to purchase a specific commodity or service, the customer must first register online at the relevant website. A customer adds a good or service to their "shopping cart" when they like it. OFFLINE <ul style="list-style-type: none"> Warehouseman collects products specified in an order.
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<div data-bbox="150 60 642 95">4. EMOTIONS: BEFORE / AFTER</div> <div data-bbox="150 102 264 130">BEFORE</div> <div data-bbox="150 142 743 212"><p>The search bar option is available when a customer or user needs to find the desired product.</p></div> <div data-bbox="138 264 232 293">AFTER</div> <div data-bbox="125 304 754 375"><p>Chatbot is like talking to a human which may make it easier for people to find the product.</p></div>	<div data-bbox="931 44 1164 73">notify the customer.</div>	
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