

Define CS, fit into CC

1. CUSTOMER SEGMENT(S)

CS

Who is your customer?

Every common human is a customer for us.

6. CUSTOMER CONSTRAINTS

CC

What constraints prevent your customers from taking action or limit their choices of solutions?

Spending cash is a major problem among the shopkeeper.
Computer is a major requirement so shopkeeper fail to have such 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?

The software which we are designing is a solution for the people.

Explore AS, differentiate

Focus on J&P, tap into BE, understand RC

2. JOBS-TO-BE-DONE / PROBLEMS

J&P

Which jobs-to-be-done (or problems) do you address for your customers?

Attendin more people at a time will lead to Rush.
More time is consumed so customers get frustrated

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?

Customer rush is the major rootcause for the problem.
Acuracy and time consumina are the story behind to do this job.

7. BEHAVIOUR

BE

What does your customer do to address the problem and get the job done?
i.e. directly related: **Software installed in that place and times saved.**
indirectly associated: customers spend free time on volunteering work

Focus on J&P, tap into BE, understand RC

Identify strong TR & EM

3. TRIGGERS

TR

What triggers customers to act?

If our project is installed in a store customer gets triggered by the a time consuming factor.

4. EMOTIONS: BEFORE / AFTER

EM

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

BEFORE:
Tension and stress

AFTER:
Happy and satisfied

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.

We are working on the current technology only the advancement that we will bring this technology is ..

8.CHANNELS of BEHAVIOUR

CH

8.1 ONLINE
Customer files a complaint via Email in online.

8.2 OFFLINE
By giving a letter customer query can be fulfilled

Identify strong TR & EM