

Define CS, Fit in CC	1. CUSTOMER SEGMENT(S) Who is your customer? CS Customers will be able to know the flight delay in prior so that they can plan accordingly.	6. CUSTOMER CONSTRAINT. What constraint prevents your customer from taking action or limiting their choice of solution? CC Time is precious in a every human's life.	5. AVAILABLE SOLUTION Which solutions are available to the customer when they face the problem. AS We gather resources from the international and domestic airlines.	Explore AS, Differentiate
Focus on J&P, Tap into BE, Understand RC	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? J&P Customers will be able to know the flight delay in prior so that they can plan accordingly.	9. PROBLEM ROOT CAUSE. What is the real reason that the problem exists? RC The only real reason that this problem exists is the lack of awareness and ratio of proven results which could create trust issues with their agent.	7. BEHAVIOR What does your customer do to address the problem and get the job done. BE <ul style="list-style-type: none"> They must first Post their resume and then wait for 2 hours. They can also use our chatbot to easily contact our Team. They can also refer the FAQ's session. 	Focus on J&P, Tap into BE, Understand RC
Identify string TR & ME	3. TRIGGERS What triggers customers to act. ER <ul style="list-style-type: none"> Customers get to know the absolute recommendation to their need. Fast Response. 4. EMOTIONS: BEFORE/AFTER How do customers feel when they face a problem or a job and afterwards. TM <ul style="list-style-type: none"> Enables Customers to Trust to their agent about posting their personal informations. Feeling comfortable with the solution and the company's service. 	10. YOUR SOLUTION Our solution involves autonomous system which does the following: RC <ul style="list-style-type: none"> A personal Help desk which can be accessed through all the devices which are compatible with browser. Customers can post their queries in the new thread section. They can also access the FAQ's Section to see if the problem is already listed They can also view their results progress through their mails. They will get support from the team until the problem gets resolved. 	8. CHANNELS of BEHAVIOR ONLINE CH <ul style="list-style-type: none"> For a new query they need an online connectivity to post and receive recommendation from our team. They can also use our chatbot 24/7 While they are in online. OFFLINE <ul style="list-style-type: none"> They can Read the messages once it is received through the cloud app. They can access FAQ's while they are offline. 	Identify string TR & ME