

PROJECT DESIGN PHASE -I (PROBLEM-SOLUTION FIT)

Problem-Solution fit canvas 2.0

<p>1. CUSTOMER SEGMENT(S) CS</p> <p>Which customer?</p> <p>1) Customers who are not able to solve their own complaints of what they are facing. 2) Customers who do not know the solution of their questions they get.</p>	<p>6. CUSTOMER CC</p> <p>What needs/needs/pain points/requirements from <u>customers</u> or find their drivers of solutions? <u>spending power, budget, research, approach, customer, available devices.</u></p> <p>1) This application will be supported by almost all the devices. 2) The solution we propose will have an alert via email feature, (if expense exceed the given limit). 3) This solution also provides insights in a graphical way.</p>	<p>5. AVAILABLE SOLUTIONS AS</p> <p>Which solutions are available to the customer when they face the problem or need to get the job done? What have they tried in the past? What pros & cons do those solutions have? <u>pen and paper is an alternative to digital recording.</u></p> <p>1) By reading the guidelines properly. 2) Offer a solution and give options whenever possible. 3) Address to issue within the company. 4) By communicating properly.</p>
<p>2. JOBS-TO-BE-DONE / PROBLEMS JAP</p> <p>Which specific issue / problems / do you address for your customer? There could be more than one, explore different sides.</p> <p>1) The application <u>allow</u> the customers to find the solution for their queries. 2) They <u>will</u> be able to categorize their expenses. 3) They will be also given option for the general <u>support</u>. 4) They also get the free solution where we provide our agents.</p>	<p>9. PROBLEM ROOT CAUSE RC</p> <p>What is the real reason that this problem exists? What is the back story behind the problem or thought? <u>customers have to do because of the change in regulations.</u></p> <p>1) Lot of customers don't know the guidelines for their problems. 2) Some customers have of lack of <u>knowledge</u>. 3) Not knowing the answer to a question. 4) Not reading the guidelines properly.</p>	<p>7. BEHAVIOUR BE</p> <p>What does your customer do to address the problem and get the job done? <u>directly report, find the right water panel installer, customer usage and benefits, indirectly associated customers spend time in understanding work (i.e. Overpass).</u></p> <p>1) Make sure he/she reads the guidelines properly. 2) Make sure they find a proper solution <u>for</u> their queries.</p>
<p>3. TRIGGERS TR</p> <p>What triggers a customer to act? <u>eg. seeing their <u>old data</u>, needing water panels, needing about a more efficient solution is the reason.</u></p> <p>1) Customers can know to solve their solutions.</p> <p>4. EMOTIONS: BEFORE / AFTER EM</p> <p>How does customer feel when they face a problem or a job not performed? <u>eg. lost, nervous + confused, is excited, such as your communication strategy & design.</u></p> <p>1) Customers can get the from the help desk.</p>	<p>10. YOUR SOLUTION SL</p> <p>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 and you fill in the canvas once coming up with a solution that fits within customer limitations, solves a problem and matches customer <u>expectations</u>.</p> <p>1) To design a personal help desk using flask. 2) To provide insights on their queries in a graphical way.</p>	<p>8. CHANNELS of BEHAVIOUR CH</p> <p>8.1 ONLINE What kind of actions do customers take online? Extract online channels from #1</p> <p>1) All their data are secured and being updated in cloud storage.</p> <p>8.2 OFFLINE What kind of actions do customers take offline? Extract offline channels from #1 and give them for customer development.</p> <p>1) Make sure they find the best solutions for their complaints.</p>