

Define CS, Fit in CC	<b>1. CUSTOMER SEGMENT(S)</b> <b>Who is your customer?</b>	CS	<b>6. CUSTOMER CONSTRAINT.</b> <b>What constraint prevents your customer from taking action or limiting their choice of solution?</b>	CC	<b>5. EXISTING SOLUTION</b> <b>Which options the customer has when they encounter a problem</b>	AS	Explore AS, Differentiate
	<p>Customers that need assistance from their agents or manufacturers to address a problem they can't solve on their own. Customers that need assistance from their agents or manufacturers to address a problem they can't solve on their own.</p>		<p>The issue with contacting their manufacturer and all the issues and steps involved.</p>		<ul style="list-style-type: none"> <li>They can look through the FAQ section for quick support.</li> <li>If the issue is not mentioned, they can post it in the section for new queries.</li> <li>Which will be further assisted by the agent team.</li> </ul>		

Focus on J&P, Tap into BE, Understand RC	<b>2. JOBS-TO-BE-DONE/PROBLEMS</b> <b>3. Which issues or tasks need to be completed?</b> <b>4. you provide your clients with? There might be more than one; why not investigate each side?</b>	J&P	<b>9. PROBLEM ROOT CAUSE.</b> <b>What is the real reason that the problem exists?</b>	RC	<b>7. BEHAVIOR</b> <b>What does your customer do to address the problem and get the job done.</b>	BE	Focus on J&P, Tap into BE, Understand RC
	<ul style="list-style-type: none"> <li>Customers can use this application to get answers to their questions.</li> <li>They will be able post their queries and wait for the solution.</li> <li>They will also solutions from our agents.</li> <li>They can also access our FAQ's Section on our website.</li> </ul>		<p>The only true causes of this issue are ignorance and a lack of examples of successful outcomes, both of which could undermine client confidence in their agent.</p>		<ul style="list-style-type: none"> <li>They must post their queries first, then they must wait for two hours.</li> <li>They can also use our chatbot to easily contact our Team.</li> <li>They can also refer the FAQ's session.</li> </ul>		

<b>3. TRIGGERS</b> <b>What triggers customers to act.</b>	ER	<b>10. YOUR SOLUTION</b> Our solution involves autonomous system which does the following: <ul style="list-style-type: none"> <li>a personal help desk that is accessible from any device that supports a browser.</li> <li>Customers can post their queries in the new thread section.</li> <li>They can also access the FAQ's Section to see if the problem is already listed</li> <li>Through the Kanban board, they can also see how their problems are progressing.</li> <li>They will get support from the team until the problem gets resolved.</li> </ul>	RC	<b>8. CHANNELS of BEHAVIOR</b> <b>8.1. ONLINE</b> <ul style="list-style-type: none"> <li>They require an online connection in order to post a new query and receive assistance from our staff.</li> <li>They can also use our chatbot 24/7 While they are in online.</li> </ul> <b>8.2 OFFLINE</b> <ul style="list-style-type: none"> <li>Once the messages are received via the cloud app, they can read them.</li> <li>They can access FAQ's while they are offline.</li> </ul>	CH	Identify string TR & ME
<b>4. EMOTIONS: BEFORE/AFTER</b> <b>How do customers feel when they face a problem or a job and afterwards.</b>	TM					