Explore

AS, differentiate

# 3. TRIGGERS



What triggers customers to act? i.e. seeing their neighbour installing solar panels, reading about a more efficient solution in the news.

- -When other hospitals use an automated solution, customers tend to go for it.
- -Patients seek hospitals that allow them to pay less amount for the treatment but are also efficient.Automated solutions may bring about lower costs.

### 4. EMOTIONS: BEFORE / AFTER



How do customers feel when they face a problem or a job and afterwards? i.e. lost, insecure > confident, in control - use it in your communication strategy & design.

- -Customers feel helpless and lost while searching for a solution but after obtaining it they tend to be more satisfied and be at peace.
- -When they are in a profound search for a solution they find themself anxious towards the problem which distracts them from finding the perfect solution .They research by themselves in order to find the perfect solution and they will give a positive appreciation to themselves and try to enhance their work on a big scale.

### 10. YOUR SOLUTION



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 until you fill in the canvas and come up with a solution that fits within customer limitations, solves a problem and matches customer behaviour.

A CNN model combined with LSTM is used to predict the type of Arrhythmia and classify it. A lightweight CNN model is to be used which may be further extended to hardware applications such as wearables for future innovations without compromising the accuracy or real time detection speed. The project aims to combine it with an user interface where the user can upload an image and the output is predicted.

## 8. CHANNELS of BEHAVIOUR



8.1 ONLIN

What kind of actions do customers take online? Extract online channels from #7

- -Online queries are made difficult because of network traffic and server down issues. This may cause user to raise complaints against the firm or hospital.
- -Customers may tend to diagnose themselves by googling about their symptoms and start panicking.

#### 8.2 OFFLINE

What kind of actions do customers take offline? Extract offline channels from #7 and use them for customer development.

-It's easier to take action offline because the patients can directly visit the firm .There will be no means of miscommunication and technology is not a barrier here.

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