Define

CS,

fit into

CC

1. CUSI'OMER SEGMENI'(S)



Useís

(Example: Shoppeís like Píice-Sensitive Shoppeís. Expesience Shoppeis. Ready-to- Puschase Shoppeis. Latest Píoduct Shoppeís. Reseaích Shoppeís.)

6. CUSIOMER CONSI'RAINI'S



- Netwoík Issues.
- Additional Deliveíy Chaíges.
- Payment Failuíes.
- Pooí l'íacking.
- Missing of Fake Píoduct Reviews.

5. AVAILABLE SOLUPIONS



TEAM ID: PNT2022TMID44541

- Using chatbot, we can manage useí's choices and oídeís.
- Píoviding íecommendations to the useís, based on theií inteíests.
- Best Offeis and Deals via Chatbot.
- Betteí l'íacking of Oídeís.

2. JOBS-l'O-BE-DONE / PROBLEMS



- The useí will login into the website and go thíough the píoducts available on the website.
- 1 he useí can diíectly talk to Chatbot iegaiding the pioducts.
- Get the iecommendations based on infoimation piovided by the usei.

9. PROBLEM ROOL CAUSE



- Adapting to new technologies
- Secuiity
- Reliability
- Pooí 1'íacking

7. BEHAVIOUR



- Seaíching foí Betteí Fashion Recommendeí Platfoíms.
- Finding the betteí Customeí Seívice.
- Finding foí the best deals and offeís.
- Best and Reliable Píoducts.

3. I'RIGGERS



- l'híough adveítisements, l'he useís aíe tíiggeíed in fashion.
- Seeing Neighbouís using the application

MBefoie: Anxiety, Decision Fatigue.

4. EMOPIONS: BEÏORE / AÏPER

Afteí : Peaceful, Satisfied.

10. YOUR SOLUPION



- Implementation of Interactive Chatbots.
- the oídeí.
- píoducts and customeí íeviews.
- 24 x 7 Customeí seívices.

8. CHANNELS of BEHAVIOUR



- Píoviding effective Recommendations.
- Instant Notifications íegaíding the statusof
- Píoviding íeliable infoímation of the

8.1 ONLINE:

- Oídeí and Payments thíough online.
- l'íacking of píoducts.

8.2 OÏÏLINE:

- Puíchasing and manual billing.
- Buy the píoducts fíom the salespeíson diíectly.

Identify Stiong l'R 80