

Define CS, Fit in CC	<div>1. CUSTOMER SEGMENT(S) Who is your customer?</div> <div>CS</div> <div>Customers who are not able to solve their own Problem and in need for a possible solution from their agents/job providers.</div>	<div>6. CUSTOMER CONSTRAINT. What constraint prevents your customer from taking action or limiting their choice of solution?</div> <div>CC</div> <div>The problem of contacting the agent and all the problems and procedure in it.</div>	<div>5. AVAILABLE SOLUTION Which solutions are available to the customer when they face the problem.</div> <div>AS</div> <div><ul style="list-style-type: none"><li>They can check FAQ's Session for fast support.</li><li>If the problem is not listed, they can post the problem in new queries section.</li><li>Which will be further assisted by the agent team.</li></ul></div>	Explore AS, Differentiate
	<div>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?</div> <div>J&amp;P</div> <div><ul style="list-style-type: none"><li>This Application Allows Customers to get recommended job according to their skillset</li><li>They will be able post their resume and wait for the solution.</li><li>They will also get solutions to their queries</li><li>They can also access our FAQ's Section on our website.</li></ul></div>	<div>9. PROBLEM ROOT CAUSE. What is the real reason that the problem exists?</div> <div>RC</div> <div>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.</div>	<div>7. BEHAVIOR What does your customer do to address the problem and get the job done.</div> <div>BE</div> <div><ul style="list-style-type: none"><li>They must first Post their resume and then wait for 2 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></div>	Focus on J&P, Tap into BE, Understand RC
Identify string TR & ME	<div>3. TRIGGERS What triggers customers to act.</div> <div>ER</div> <div><ul style="list-style-type: none"><li>Customers get to know the absolute recommendation to their need.</li><li>Fast Response.</li></ul></div>	<div>10. YOUR SOLUTION</div> <div>RC</div> <div>Our solution involves autonomous system which does the following:<ul style="list-style-type: none"><li>A personal Help desk which can be accessed through all the devices which are compatible with 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>They can also view their results progress through their mails.</li><li>They will get support from the team until the problem gets resolved.</li></ul></div>	<div>8. CHANNELS of BEHAVIOR</div> <div>CH</div> <div><div>ONLINE<ul style="list-style-type: none"><li>For a new query they need an online connectivity to post and receive recommendation from our team.</li><li>They can also use our chatbot 24/7 While they are in online.</li></ul></div><div>OFFLINE<ul style="list-style-type: none"><li>They can Read the messages once it is received through the cloud app.</li><li>They can access FAQ's while they are offline.</li></ul></div></div>	Identify string TR & ME
	<div>4. EMOTIONS: BEFORE/AFTER How do customers feel when they face a problem or a job and afterwards.</div> <div>TM</div> <div><ul style="list-style-type: none"><li>Enables Customers to Trust to their agent about posting their personal informations.</li><li>Feeling comfortable with the solution and the company's service.</li></ul></div>			