**Project Title: Customer care registry Design Phase-I** - **Solution Fit TemplateTeam ID:** PNT2022TMID50320

**Focus on J&P, tap into BE, understand RC**

**Explore AS, differentiate**

**Deﬁne CS, ﬁt into CC**

paying for staff training

**AS**

**5. AVAILABLE SOLUTIONS**

Which solutions are available to the customers when they face the problem

What constraints prevent your customers from taking action or limit their choices

of solutions?

higher staff wages from hiring employees who are experts in customer service.

**CC**

**6. CUSTOMER CONSTRAINTS**

**CS**

**1. CUSTOMER SEGMENT(S)**

Who is your customer?

a customer with questions, concerns, or complaints

**Explore AS, differentiate**

**Define CS, fit into CC**

1.better understanding of customer.

2.the extra services offered, such as refreshments.

**BE**

**7. BEHAVIOUR**

What does your customer do to address the problem and get the job done?

**RC**

**9. PROBLEM ROOT CAUSE**

What is the real reason that this problem exists? What is the back story behind the need to do this job?

Keeping too much stock on hand can be as problematic as having too little, It leads to wastage of time and money.

**J&P**

**2. JOBS-TO-BE-DONE / PROBLEMS**

is an approach to business operations focused on the clear understanding of the underserved pain points of the customer. This alone is a vast improvement over alternative approaches since it does not rely on luck and avoids wasting time and money on irrelevant or suboptimal alternatives

**Focus on J&P, tap into BE, understand RC**

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**Identify strong TR & EM**

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| **Identify strong TR & EM** | **3. TRIGGERS TR**  What triggers customers to act?  Many large-scale retailers use applications to increase their point of sale. | **10. YOUR SOLUTION SL**  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.  Effective retail inventory management results in lower costs  higher wage costs from the extra time staff take to provide service | 1. **CHANNELS of BEHAVIOUR CH**     1. **ONLINE**   What kind of actions do customers take online? Extract online channels from #7  Customers can store their data in cloud storage which can be easily accessed through internet.   * 1. **OFFLINE**   What kind of actions do customers take ofﬂine? Extract ofﬂine channels from #7 and  use them for customer development.  The customers can maintain their data via Book Keeping and It can be never corrupted and does not need any power source to access the data. |  |
| **4. EMOTIONS: BEFORE / AFTER EM**  How do customers feel when they face a problem or a job and afterwards?  higher staff wages from hiring employees who are experts in customer service.  paying for staff training |