

Define CS, fit into CC	<div>1. CUSTOMER SEGMENT(S) Who is your customer? i.e. anyone who buys car</div> <div>CS</div>	<div>6. CUSTOMER CONSTRAINTS What constraints prevent your customers from taking action or limit their choices of solutions?  i.e. spending power, budget, no cash, network connection, available</div> <div>CC</div>	<div>5. AVAILABLE SOLUTIONS Which solutions are available to the customers when they face the problem  or need to get the job done? What have they tried in the past? What pros &amp; cons do these solutions have?  i.e problem can be solved at anyway at anytime</div> <div>AS</div>	Explore AS, differentiate
Focus on J&P, tap into BE, understand RC	<div>2. JOBS-TO-BE-DONE / PROBLEMS Which jobs-to-be-done (or problems) do you address for your customers?  we provide all services for the jobs to be done</div> <div>JP</div>	<div>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?  i.e.changes in the value of car and demands</div> <div>RC</div>	<div>7. BEHAVIOUR What does your customer do to address the problem and get the job done?  i.e. face to face ,we given a better experience for our customers</div> <div>BE</div>	Focus on J&P, tap into BE, understand RC

<div>3. TRIGGERS What triggers customers to act?  i.e. we will provide all the features and services in our cars and we provide customer care</div> <div>TR</div>	<div>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.</div> <div>SL</div>	<div>8. CHANNELS of BEHAVIOUR 8.1 ONLINE What kind of actions do customers take online? Extract online channels from #7  8.2 OFFLINE What kind of actions do customers take offline? Extract offline channels from #7 and use them for customer development.</div> <div>CH</div>
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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.