

Define CS, fit into CC	1. CUSTOMER SEGMENT(S) Who is your customer? i.e. working parents of 0-5 y.o. Kids	6. CUSTOMER CONSTRAINTS what constraints prevent your customers from taking action limit their choices of solutions? i.e. spending power, budget, no cash, network connection, available devices.	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 & cons do these solutions have? i.e. pen and paper is an alternative to digital notetaking	Explore AS, differentiate
	One who use the vechicle and one who want to claime insurance	Need Full Internet access and no breakdown of power	Give additional policies coverage that policy holders can avail by paying a little extra premium amount	

Focus on J&P, tap into BE, understand RC	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.	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. customers have to do it because of the change in regulations.	7. BEHAVIOUR What does your customer do to address the problem and get the job done? i.e. directly related: find the right solar panel installer, calculate usage and benefits; indirectly associated: customers spend free time on volunteering work (i.e. Greenpeace) Directly related: Easy to use , can predict the gusture action correctly and accurately. Indirectly Associated: Require high internet speed	Focus on J&P, tap into BE, understand RC
	To explain the techniques used in the past ,and must not happen in future .The past user must tell about the causes	In the past te insurance claiming process is more time consuming.		

3. TRIGGERS What triggers customers to act? i.e. seeing their neighbour installing solar panels, reading about a more efficient solution in the news.	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.	8. CHANNELS of BEHAVIOUR 8.1 ONLINE What kind of actions do customers take online? Extract online channels from #7 The information about the insurance and claiming details all are easily accessible on the insurer website.
if any users is claiming that successfully by using this project then that others also start to use	1) Instead of using application we can create web pages for more interactions. 2) it consumes less data and secures information	8.2 OFFLINE What kind of actions do customers take offline? Extract offline channels from #7 and use them for customer development. If use offline it involves waiting queues and have to visit the agent in person

	<div><div>4. EMOTIONS: BEFORE / AFTER</div><div><div>EM</div></div><div>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.</div><div>BEFORE: They faced lot of problems like waiting more and more time to finish the process to claiming the amount . and fear about the security purpose.</div><div>AFTER: Users are not waiting for more time .they know about their information easily . all the informations are store in their private account</div></div>			
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