Define CS, fit into CC

1.CUSTOMER SEGMENT(S)

- Customers who are not able to solve them own complaints of what they are facing.
- Customers who do not

6. CUSTOMER

- This application will be supported by almost all the devices.
- The solution we propose will have an alert via email feature, If expense exceed the given limit .

5. AVAILABLE SOLUTIONS

or need to get the job done? What have they tried in the past?

- By reading the guidelines properly.
- Offer a solution and give options whenever possible

Explore AS, differentiate

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

2. JOBS-TO-BE-DONE / PROBLEMS

- The application allow the customers to find the solution for their queries .
- They will able to categorise their expenses.

9. PROBLEM ROOT CAUSE   `RC`

- Lot of customers don't the guidelines for their problems.
- Some customers have lack of knowledge.
- Not knowing answer to the question.
- Not reading the guidelines properly.

7. BEHAVIOUR   `BE`

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

- Make sure he/she reads the guidelines properly.
- Make sure they find a proper solution for their queries.

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

Identify strong TR & EM			
3. TRIGGERS `TR` • Customers can know to solve their solutions **4. EMOTIONS: BEFORE / AFTER** `EM` • Customers can get the from the help desk.	**10. YOUR SOLUTION** `SL` • To design a personal help desk using flask. • To provide insights on their queries in a graphical way.	**8. CHANNELS of BEHAVIOUR** `CH` **ONLINE** • **All their data are secured and being updated to cloud storage** **OFFLINE** • Make sure they find the best solutionfor their complaints.	