Define CS, fit into CC | **Focus on J&P, tap into BE, understand RC** | **Identify strong TR & EM**

1. CUSTOMER SEGMENT(S) — CS

Farmers are the customers of our project who get benefits by using our prediction system which predicts the perfect fertilizer for plant diseases that can be used on affected plant to cure diseases.

6. CUSTOMER CONSTRAINTS — CC

Some people may find it difficult to understand the application for the first time of use

5. AVAILABLE SOLUTIONS — AS

As we predict the disease at an early stage and recommend a fertilizer with the location details such as where it is available, this project will become perfect solution for customers.

2. JOBS-TO-BE-DONE / PROBLEMS — J&P

Generally, it's estimated that various pests (insects, weeds, nematodes, animals, diseases) each year cause crop yield losses of 20-40%. In order to avoid this, earlier prediction is necessary. Although our 1st preference will be given to the major food yielding crops such as wheat, rice followed by others.

9. PROBLEM ROOT CAUSE — RC

Infectious plant diseases are mainly caused by pathogenic organisms such as fungi, bacteria, viruses, protozoa, as well as insects and parasitic plants

7. BEHAVIOUR — BE

First we have to provide a clear overview of how our application is going to work i.e., just by uploading an image of the crops, the disease prediction is done and the customers can easily get the fertilizer recommendation for the affected crops.

3. TRIGGERS — TR

We can show our customers about the ratings and reviews of other customers and this will lead to the high usage of our services

4. EMOTIONS: BEFORE / AFTER — EM

There will be mixed responses at the beginning stages of our application, some may find it easy and convenient to use others may find it difficult to use or may be they even find it difficult how it works. we can overcome this by teaching them how the application works

10. YOUR SOLUTION — SL

1. By explaining the customers about how to use this services by instructions help them to learn the application easily.
2. Displaying the impact of the particular disease during the disease prediction will reduce the unawareness of that problem.
3. Enabling the ratings and review options.
4. Adding the customer support page to contact the customer care in case of any problems.
5. Increase accuracy using Machine Learning technique.

8. CHANNELS of BEHAVIOUR — CH

8.1 ONLINE

The customers could learn to use the application, so that they can get an efficient results.

8.2 OFFLINE

They should aware of the seriousness and follow the recommendations properly

Explore AS, differentiate | **Focus on J&P, tap into BE, understand RC** | **Extract online & offline CH of BE**