AS

BE

#### 1. CUSTOMER SEGMENT(S)

CS

J&P

- Industrialists
- Engineers
- Safety Control Personals

#### 6. CUSTOMER CONSTRAINTS CC

- Network Connection
- Complexity in Installation

#### 5. AVAILABLE SOLUTIONS

- Upgrading to a premium network plan.
- Availing network connection from a reliable Service provider.

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

- Capability of the device to withstand in harsh environment is questionable.
- Due to network issue data couldn't be uploaded to the cloud at all times.

#### 9. PROBLEM ROOT CAUSE RC

- Quality of the material using which the device is made up of plays a vital role in the capability of the device to work in harsh environment.
- Location of the device installation and the network plan used by the user are the cause of Network issue.

#### 7. BEHAVIOUR

- Harsh environment is prevailing only on certain industry; thus, the frequency of the said problem is low. In such a case the customer complaints multiple times to
- Network issue is very common as most of the industries are located at the country side.
  Here the contact both the developers and the service providers

get the attention.

#### 3. TRIGGERS

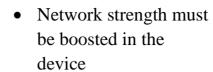
- Usage of the device is portrayed in the news.
- In real life situation, the device has helped in saving number of individuals.

## 4. EMOTIONS: BEFORE/AFTER <sup>EM</sup>

- Before the action is taken, the user feels deceived and cheated.
- After the problem is resolved, user feels the sincerity of the developers.

#### 10. YOUR SOLUTION

1'R



Device can be manufactured in multiple standards based on the environment.

### 8. CHANNELS OF BEHAVIOUR



#### 8.1 ONLINE

S

- E-Mail to developers
- Online Community

#### 8.2 OFFLINE

• Complaint Letters