Define

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fit into

BE

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# 1. CUSTOMER SEGMENT(S)

Who is your customer? i.e. working parents of 0-5 y.o. kids

System

Aged people, People with disabilities in their eyes.

## 6. CUSTOMER CONSTRAINTS

CS

J&P

TR

ΕM

What constraints prevent your customers from taking action or limit their choices of solutions? i.e. spending power, budget, no cash, network connection, available

Scarcity of resources to identify individual digits.

### 5. AVAILABLE SOLUTIONS

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Which solutions are available to the customers when they face the

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

Using a magnifying lens to identify the structure of the digits.

## 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.

Recognises digits from 0 to 9 in a series parallel or written digits by comparing them with inbuilt digit images

## 9. PROBLEM ROOT CAUSE

What is the real reason that this problem exists? What is the back story behind the need to do

i.e. customers have to do it because of the change in regulations.

People writing digits that are illegible.

## 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)

Requesting other people to recognize the digits.

## 3. TRIGGERS

solar panels, reading about a more efficient solution in the news.

### 4. EMOTIONS: BEFORE / AFTER

i.e. lost, insecure > confident, in control - use it in your communication strategy & design.

## 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.

Developing a web application to recognize handwritten digits using machine learning algorithms.

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.

Online -> Find if they can obtain a better solution to recognize digits.

Offline -> Request other people to help them with recognizing handwritten digits.

strong

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 $\mathbb{Z}$ 

What triggers customers to act? i.e. seeing their neighbour installing

Customers know that there can be a better solution to recognize digits using computer systems.

How do customers feel when they face a problem or a job and afterwards?

Fear, unsure -> confident, strong

