

Define CS, fit into CC	<div>CUSTOMER SEGMENT</div> <div>Flight Passengers.</div> <div>CS</div>	<div>6. CUSTOMER CONSTRAINTS</div> <div>Network connections,available devices.</div> <div>CC</div>	<div>5. AVAILABLE SOLUTIONS</div> <div>From manual to digital updated accurate information and can foreseen the delay.</div> <div>AS</div>	Explore AS, differentiate	
	<div>2. JOBS-TO-BE-DONE/PROBLEMS</div> <div>To find the Flight delay using its given information by the user.</div> <div>J&P</div>	<div>9. PROBLEM ROOT CAUSE</div> <div>Passengers can forecast the delay, if their Flight will be delay and can see the current status of flight too.</div> <div>RC</div>	<div>7. BEHAVIOUR</div> <div>Directly-related:fill the Flight's information . Indirectly-related:waiting for the accurate flight current status and its delay.</div> <div>BE</div>		Focus on J&P, tap into BE, understand RC
	<div>3. TRIGGERS</div> <div>reading about a more efficient solution.</div> <div>R</div>	<div>10. YOUR SOLUTION</div> <div>Giving more accuracy in the Flight Delay prediction.</div> <div>L</div>	<div>8.CHANNELS of BEHAVIOUR</div> <div>8.1 ONLINE Extract online info from #7</div> <div>8.2 OFFLINE Extract offline channels from #7 and use them for customer development.</div> <div>H</div>		
<div>4. EMOTIONS: BEFORE / AFTER</div> <div>M</div>					

Identify strong TR & EM	Frustrated to calm and relaxed state		Identify strong TR & EM
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