

Define CS, Fit in CC	<b>1. CUSTOMER SEGMENT(S)</b> <b>Who is your customer?</b> <span>CS</span>  Customers who are not able to solve their own Problem and in need for a possible solution from their agents/job providers.	<b>6. CUSTOMER CONSTRAINT.</b> <b>What constraint prevents your customer from taking action or limiting their choice of solution?</b> <span>CC</span>  The problem of contacting the agent and all the problems and procedure in it.	<b>5. AVAILABLE SOLUTION</b> <b>Which solutions are available to the customer when they face the problem.</b> <span>AS</span>  <ul style="list-style-type: none"> <li>They can check FAQ's Session for fast support.</li> <li>If the problem is not listed, they can post the problem in new queries section.</li> <li>Which will be further assisted by the agent team.</li> </ul>	Explore AS, Differentiate
Focus on J&P, Tap into BE, Understand RC	<b>2. JOBS-TO-BE-DONE/PROBLEMS</b> <b>Which jobs-to-be-done (or problems) do you address for your customers? There could be more than one; Explore different sides?</b> <span>J&amp;P</span>  <ul style="list-style-type: none"> <li>This Application Allows Customers to get recommended job according to their skillset</li> <li>They will be able post their resume and wait for the solution.</li> <li>They will also get solutions to their queries</li> <li>They can also access our FAQ's Section on our website.</li> </ul>	<b>9. PROBLEM ROOT CAUSE.</b> <b>What is the real reason that the problem exists?</b> <span>RC</span>  The only real reason that this problem exists is the lack of awareness and ratio of proven results which could create trust issues with their agent.	<b>7. BEHAVIOR</b> <b>What does your customer do to address the problem and get the job done.</b> <span>BE</span>  <ul style="list-style-type: none"> <li>They must first Post their resume and then wait for 2 hours.</li> <li>They can also use our chatbot to easily contact our Team.</li> <li>They can also refer the FAQ's session.</li> </ul>	Focus on J&P, Tap into BE, Understand RC
Identify string TR & ME	<b>3. TRIGGERS</b> <b>What triggers customers to act.</b> <span>ER</span>  <ul style="list-style-type: none"> <li>Customers get to know the absolute recommendation to their need.</li> <li>Fast Response.</li> </ul> <b>4. EMOTIONS: BEFORE/AFTER</b> <b>How do customers feel when they face a problem or a job and afterwards.</b> <span>TM</span>  <ul style="list-style-type: none"> <li>Enables Customers to Trust to their agent about posting their personal informations.</li> <li>Feeling comfortable with the solution and the company's service.</li> </ul>	<b>10. YOUR SOLUTION</b> <span>RC</span>  Our solution involves autonomous system which does the following: <ul style="list-style-type: none"> <li>A personal Help desk which can be accessed through all the devices which are compatible with browser.</li> <li>Customers can post their queries in the new thread section.</li> <li>They can also access the FAQ's Section to see if the problem is already listed</li> <li>They can also view their results progress through their mails.</li> <li>They will get support from the team until the problem gets resolved.</li> </ul>	<b>8. CHANNELS of BEHAVIOR</b> <b>ONLINE</b> <span>CH</span> <ul style="list-style-type: none"> <li>For a new query they need an online connectivity to post and receive recommendation from our team.</li> <li>They can also use our chatbot 24/7 While they are in online.</li> </ul> <b>OFFLINE</b> <ul style="list-style-type: none"> <li>They can Read the messages once it is received through the cloud app.</li> <li>They can access FAQ's while they are offline.</li> </ul>	Identify string TR & ME