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| Define CS, fit into CC | <div><div>1. CUSTOMER SEGMENT(S)<div>CS</div></div><div>Who is your customer? i.e. working parents of 0-5 y.o. kids</div><div>Specially abled persons.</div></div> | <div><div>6. CUSTOMER CONSTRAINTS<div>CC</div></div><div>What constraints prevent your customers from taking action or limit their choices of solutions? i.e. spending power, budget, no cash, network connection, available devices.</div><div>Implanted electronic medical device that can produce useful hearing sensation by electrically simulating nerves inside the inner ear.</div></div> | <div><div>5. AVAILABLE SOLUTIONS<div>AS</div></div><div>Which solutions are available to the customers when they face the problem 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</div><div>The first ever approach to sign language it has only 6 sign gestures detection.As AI takes an important role in communication and interaction,the use of this technology enables individuals with disabilities to access information much easier,all just by speaking to their devices.</div></div> | Explore AS, differentiate |
| | <div><div>2. JOBS-TO-BE-DONE / PROBLEMS<div>J&P</div></div><div>Which jobs-to-be-done (or problems) do you address for your customers? There could be more than one; explore different sides.</div><div>Deaf and dumb people couldn't able to convey their messages to the normal people easily. Deaf people cannot hear the words as others speaks and dumb people cannot express their feelings by words. Concentrate on making their communication much easier and live a normal life.</div></div> | <div><div>9. PROBLEM ROOT CAUSE<div>RC</div></div><div>What is the real reason that this problem exists? What is the back story behind the need to do this job? i.e. customers have to do it because of the change in regulations.</div><div>Disabilities affect the entire family. Meeting the complex needs of a person with a disability can put families under a great deal of stress – emotional, financial, and sometimes even physical. However, finding resources, knowing what to expect, and planning for the future can greatly improve overall quality of life</div></div> | <div><div>7. BEHAVIOUR<div>BE</div></div><div>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)</div><div>In our device, there's an option called problem detection display in which our customer can able to see the type of problem occurs & solution will be displayed.</div></div> | |
| Focus on J&P, tap into BE, understand RC | <div><div>3. TRIGGERS<div>TR</div></div><div>What triggers customers to act? i.e. seeing their neighbour installing solar panels, reading about a more efficient solution in the news.</div><div>By comparing normal people,Specially Abled people should depend on others and want to live their life independently like other people</div></div> | <div><div>10. YOUR SOLUTION<div>SL</div></div><div>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.</div><div>Facial recognition,voice recognition and predictive texting tools allows people who have difficulties in speaking to communicate more easily using AI.We can also use AI sensors to monitor their hesth conditions regularly and save the health reports for future purposes in a separate database.</div></div> | <div><div>8.CHANNELS of BEHAVIOUR<div>CH</div></div><div>8.1ONLINE What kind of actions do customers take online? Extract online channels from #7</div><div>Advertise on online with influencers to test the product and promote it also on social medias.</div></div> | Identify strong TR & EM |
| | <div><div>4. EMOTIONS: BEFORE / AFTER<div>EM</div></div><div>How do customers feel when they face a problem or a job and afterwards? i.e. lost, insecure > confident, in control - use it in your communication strategy & design.</div><div>BEFORE: It is very difficult to convey the message to normal people. AFTER: They overcome their reluctance to have communication with normal people.</div></div> | | <div><div>8.2OFFLINE What kind of actions do customers take offline? Extract offline channels from #7 and use them for customer development.</div></div> | |