Define CS, fit into CC

1. CUSTOMER SEGMENT(S) `CS`

- Customer will go through the website for shopping.
- There will be a chatbot that will guide the customer to the recommended product
- Customer can give the constraint to the chatbot and the chatbot will filter and display the required product.

6. CUSTOMER CONSTRAINTS `CC`

- Customers are bound to search on the available products in the website .
- Recommending a product becomes unobvious when customer keeps on changing the search items.

5. AVAILABLE SOLUTIONS `AS`

- Voice Assistants can be in use when Chatbots fails.
- Customer can make use of Search box to search the product.
- We can use personal recommendatory system based on the customer needs.
- Image Recognition method can be incorporated

Explore AS, differentiate

Focus on J&P, tap into BE, understand RC

2. JOBS-TO-BE-DONE / PROBLEMS `J&P`

- Designing the webpage using python flask web framework.
- For Data Storage IBM DB2 is used.
- Kubernetes Cluster is used for containerize the application
- Building a chatbot using ibm Watson assistant.

9. PROBLEM ROOT CAUSE `RC`

If we go through the other's recommender app there will be no chatbot interaction with customer and to make customer satisfaction and user friendly surfing chatbot is deployed in this app.

7. BEHAVIOUR `BE`

- While using the app , if customer faces any issues he can rise a ticket and make a report of the problem.
- Suggestions will be handled by the chatbot

Focus on J&P, tap into BE, understand RC

Identify strong TR & EM

3. TRIGGERS `TR`

- User Friendly website interaction and triggers customers to recommend this website.
- Varities of Clothing Products are available for customers .
- Searching for the products feels easier.

4. EMOTIONS: BEFORE / AFTER `EM`

- If the Searched item is not available that will create negative impact for the customer.
- Another problem is that if the chatbot doesnot respond properly customer will not be satisfied.
- Cloud,Database Management and frequent updation and maintenance should be done.

10. YOUR SOLUTION `SL`

- Webapp can be desgined using python web framework.
- IBM Db2 Database can be used for data storage.
- IBM Watson assistant can be used for chatbot interaction.
- The developed product will be platform independent.

8.CHANNELS of BEHAVIOUR `CH`

8.1 ONLINE
Customer can search products ,modify the cart,order the products during online with chatbot

8.2 OFFLINE
Chatbot will recommend the customer's product in offline mode

Identify strong TR & EM