

### 1. CUSTOMER SEGMENT(S) CS

Who is your customer?

i.e. working parents of 0-5 y.o. kids

- Organizations who maintained to booking the tickets and meanwhile tracking the location.

### 6. CUSTOMER CONSTRAINTS CC

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.

- Have phone
- Should have internet connection
- Should have maintained scanner
- Should maintained database by staff

### 5. AVAILABLE SOLUTIONS AS

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

There are certain web pages that does not have while scanning QR coder which is easy to handle.

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

Which jobs-to-be-done (or problems) do you address for your customers? There could be more than one; explore different sides.

- Even though, Nowadays people are buy with their works. So, online booking will easy.
- Online booking will safe the time.
- Labor cost will be reduce.

### 9. PROBLEM ROOT CAUSE RC

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.

- Growth of technology will reduce manpower.
- Man at work cannot spend separate time for offline booking

### 7. BEHAVIOUR BE

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) -Manpower will be slowly stopped by the management.

### 3. TRIGGERS TR

- Management wants to make their works to be done faster to keep up with their opponents.
- They want their work to be easy for customers

### 4. EMOTIONS: BEFORE / AFTER EM

- Main goal of the management must be easy for all the customers.
- So, that management is used to booking the tickets by our web application.

### 10. YOUR SOLUTION SL

- Our solution is to build a Web Application Application which is used to booking the tickets and tracks the location
- And QR coder will be easy to access by everyone

### 8. CHANNELS of BEHAVIOUR CH

#### 8.1 ONLINE

- Social media videos made by the users of Web Application other people see why the application is useful.
- Ad in every channels and media about the usage .

#### 8.2 OFFLINE

- Reviews of mouth among consumers.