

1.CUSTOMER SEGEMENTS

The people from any field, who needs guidance of the agent to solve their issue.
Example: An Educator who had no previous experience need the guidance about how to solve the issue in while using online applications for their educating purpose.

6.CONSTRAINTS

- Insufficient knowledge about how to use the application.
- The Customer needs to wait patiently till their issue is solved.

5.AVAILABLE SOLUTIONS

- The user can upload their issue in the portal.
- Admin will view the issue and assign an agent to the issue.
- Agent will solve the issue as soon as possible and provide the best solution.

2.JOBS TO BE DONE/PROBLEMS

- A Shopkeeper who needs to develop their shop has insufficient knowledge and advertise the shop needs the guidance.
- An Educator who had no previous experience wants the guidance from the experienced.
- A Farmer who is trying to maximize the production of crops and protects it from pests may have insufficient knowledge about how to treat it.

9.PROBLEM ROOT CAUSE

- One of the reasons that this problem exists is because of the poor knowledge as they cannot find a clear solution for the issue
- The users adapt to the application to find the solution for the issues in their daily life.

7.BEHAVIOUR

- Users can use the software application functionalities and get the mail when an Agent is assigned to solve the issue.
- Thereby finding the necessary features in the application is significant.

3. TRIGGERS

If any user deals with the issue and have no idea to solve that may become stressed and urge to solve it. This triggers the user to solve the problem by using the application

4. EMOTIONS: BEFORE / AFTER

Before :Low self Esteem ,Depressed.

After :Easy to approach, quick process, Best Solution.

10. YOUR SOLUTION

The Customer have many issue and don't have idea of how to solve the issue on their own. In this situation they need an external help. Application helps the customer in processing their complaints. An agent is assigned to solve the issue. The Admin will take care in assigning the agents to solve the issue of the customers. Application helps the customer in processing their complaints. An agent is assigned to solve the issue. The Admin will take care in assigning the agents to solve the issue of the customers.

8. CHANNELS OF BEHAVIOUR

8.1 ONLINE

- Users get the alert through mail when an agent is assigned to solve their issue.

8.2 OFFLINE

- Apply the solution in real life time.
- User gets analysis of their expenditure in graphical forms.