

Psaefebepbpaobio	<div>1. CUSTOMER SEGMENTS</div> <div>Businesses and organizations</div> <div>Government citizens</div> <div>Local communities</div> <div>Businesses for business complaints</div>	<div>CS</div> <div>6. CUSTOMER CONSTRAINTS</div> <div>Limited access to physical complaint centres</div> <div>Medical complaint registration processing</div> <div>Lack of visibility into complaint resolution progress</div>	<div>CC</div> <div>5. AVAILABLE SOLUTIONS</div> <div>Provision reports</div> <div>3 Hall based complaints</div>	Bndique-b amwpaaso
	<div>2. JOBS TO-BE DONE / PROBLEMS</div> <div>Difficulty visiting physical complaint centers</div> <div>Time consuming manual complaint process</div> <div>Lack of transparency in complaint resolution process</div>	<div>JP</div> <div>3. PROBLEM ROOT CAUSE</div> <div>Traditional complaint registration and resolution processes, companies</div> <div>Tris delays</div> <div>Lack of centralized platform for complaint resolution</div>	<div>FR</div> <div>7. BEHAVIOUR</div> <div>Traditional complaint registration and resolution</div> <div>Seeking internal channels for complaint resolution</div> <div>Centralizes complaints to assigned agents</div> <div>Lack of centralized information to tracking issues</div>	
Bndique-b amwpaaso	<div>2. TRIGGERS</div> <div>Frustration about the effort to register a complaint</div> <div>Orgency for problem resolution, process are slow</div>	<div>TR</div> <div>10. YOUR SOLUTION</div> <div>ReserveNow streamlines online registration</div> <div>Tracks resolution progress in real-time for agents</div> <div>Centralizes complaints to assigned agents,</div> <div>Enhances security with robust security protocols</div>	<div>SL</div> <div>5. CHANNELS OF BEHAVIOUR</div> <div>Email and Whatsapp notifications (Planned)</div>	Bndique-b amwpaaso
	<div>4. EMOTIONS BEFORE / AFTER</div> <div>Frustration about the effort to register a complaint</div> <div>Satisfaction with timely updates and real-time</div>	<div>EM</div> <div>9. CHANNELS</div> <div>Place ads on screens and areas with poor complaint</div> <div>Share feedback verbally to staff</div>		