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1. CUSTOMER SEGMENTS

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Individuats

Businesses and organizations

Government cdeens

Local communities

Businesses for bussiness complaints

6. CUSTOMER CONSTRAINTS

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Lack of visibility into complaint resolution progress

Limited access to physical complaint centrs

Medical complaint registration processing

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5. AVAILABLE SOLUTIONS

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Provision reports

Derrannes

3 Háll based complaints

JOBS TO BE DONE / PROBLEMS

Switchers appropriate the hyperanal meta rectand for poor unclommes enois/corono ananti farembio Imminicada/sz erecevizion et a acide

Difficulty visiting physical complaint centers Time consurning manual complaint pross Lack of transparency in complaint resolution pre

3. PROBLEM ROOT CAUSE

Sopisorsotoc, avrnice sonoceanignices in editribere to independent from the constant and the constant of the control of t

Traditional complaint registration and resolution processes, commanias Triis delays Lack of centralized platform for complaint reseons

7. BEHAVIOUR

Commissionechree so sponivalied y ousiellendy cour emerierianing currenn fiernect equipmosonome is "ishicocal edgilioce obnenisacion

Traditional complaint registration and resolution Seeking internalise channels for complaint ewse Centinizes complaints to assigned agents in the Lack of controlized infomation to tracking issues

Breingth bels A lad

2. TRIGGERS

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Frustration dust of eruction

Organcy for problem resolution, process are sciaing

4. EMOTIONS *BEFORE / AFTER

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Flustration, about the effort to negister a inconveniente sat istfaction with timely updates and realtime

10. YOUR SOLUTION

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ReselveNow streamlines online regisistration Trasils resolution progress in inst-fime trere ar gents Controlizes complaints to assigned agesis, Enhances security with reflust security pricceol protions

5. CHANNELS OF BEHAVIOUR

by awart on arenatzineod

Ristaumjaretatira Represts diendno base rétutato and senengo namolion

Email and Whatsapp notifications (Plamed)

9. CHANNELS.

Allenthoeria no enacr conding punitiual crominalisty is nodiration

Place ads on screets and areas with poor complaiant Share reedback verbaly to staff



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EM