Define CS, fit into CC

Explore AS, differentiate

Focus on J&P, tap into BE, understand

1. CUSTOMER SEGMENT(S)
Who is your customer?

Customers are those who want to purchase fashionable products in an efficient way and wish to avoid unwanted time for searching the preferred products.

6. CUSTOMER CONSTRAINTS

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.

Need to provide discount s and various ways to pay the cash.

Need to have proper internet Connection.

5. AVAILABLE SOLUTIONS
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

Smart Fashion Recommender which are supported in many browsers

Smart Fashion Recommender Chatbot is developed in this project.

2. JOBS-TO-BE-DONE / PROBLEMS
Which jobs-to-be-done (or problems) do you address for your customers? There could be more than one; explore different sides.

Once the customer enters the first page, suggestions and recommendations gathered from them to understand the customer interest.

To collect data about our visitors and leverage it to make better product suggestions and recommendations.

9. PROBLEM ROOT CAUSE

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.

**Mostly Shopping sites come with variety of products which was ambiguous to the customer.
So, we could remove this by implementing any third-party approach to this solution.**

7. BEHAVIOUR
What does your customer do to address the problem and get the job done?

Seamless Real-Life Interaction Customer Data Security Reduce Customer Frustration

3. TRIGGERS `TR`

What triggers customers to act? i.e. seeing their neighbour installing solar panels, reading about a more efficient solution in the news.

Improve Lead Generation.
Reduce Customer Service Cost.
Monitor Consumer Data to Gain Insights.

4. EMOTIONS: BEFORE / AFTER `EM`

How do customers feel when they face a problem or a job and afterwards?
i.e. lost, insecure > confident, in control - use it in your communication strategy & design.

Took longer time to process and respond to the query. Strategic replay Customer Replay will reduce the Emotions of the customer.

10. YOUR SOLUTION `SL`

If you are working on an existing business, write down your current solution first, fill in the canvas, and check how much it fits reality.
If you are working on a new business proposition, then keep it blank until you fill in the canvas and come up with a solution that fits within customer limitations, solves a problem and matches customer behaviour.

Instead of navigating to several screens for booking products online, the user can directly talk to Chatbot regarding the products.

8. CHANNELS of BEHAVIOUR `CH`

8.1 ONLINE
What kind of actions do customers take online? Extract online channels from #7

In online, they can purchase products and able to see variety of products listed there.
They could perform all the actions during online mode.

8.2 OFFLINE
What kind of actions do customers take offline? Extract offline channels from #7 and use them for customer development.

Make sure they are aware of the usage of the Chatbots.