The Value Proposition Canvas

Value Proposition:

Technical Support Specialist (IT) at Teleperformance

Customer Segment: Technical Support Specialist (IT) at Teleperformance

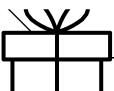


Products and Services

- An easy-to-use support for them to use.
- With regular technical training sessions.
- Fast access to updates and guides.
- Simple steps for passing on tough issues.
- Spaces where teams can work together on problems.

Gain Creators

- A better, more complete tool can make work easier, faster, and less stressful, allowing employees to handle many requests and difficult users more efficiently, benefiting both the employees and the company.
- Training to stay updated with new technology is essential, along with clear steps for dealing with complex issues.



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Pain Relievers

Gains

- -As an IT support specialist, they may want to grow professionally and learn more technical skills.
- Additionally, they need easy-to-use and efficient tools, and they hope to create a good experience for customers and make them happy.
- -They also desire clear support from the company and a friendly work environment.



- -Their role in the company is very important and could lead to a loss for the company in an instant, which puts a lot of pressure on them.
- -They may develop anxiety about learning new technologies and feel frustrated due to a lack of tools.
- -They could become stressed by the high number of support requests, causing them to miss performance targets.

Customer Jobs

- They are the ones to handle and resolve technical issues.
- The one to ensure systems and software are operational and will escalate issues when necessary.
- Stay updated on the new technology.

Pains

