





# Project Design Phase-II

## Inventory Management

### System for Retailers

### Customer Journey Map

|               |  |
|---------------|--|
| Date          | 12 October 2022                                      |
| Team ID       | PNT2022TMID38165                                     |
| Project Name  | Project -- Inventory Management system for retailers |
| Maximum Marks | 4 Marks  |

| Journey Steps    | Discovery   | Registration  | Onboarding and First Use   | Sharing  |
|------------------|---|---|--|--|
| Actions          | Thinking about your ideal future  | Most widely used service provider with best in class customer support               | Great looking and interactive dashboard with easy user friendly options to manage the applications | Share to their friends and family suggesting it as the best efficient application          |
| Needs and Pains  | Maintaining seasonal inventory and tracking   | Easy and simple registration with real time job tracking with company consultation  | To avoid many operations and complexity in handling the process of the inventory                   | User get satisfy and happy with the performance of the application                         |
| Touchpoint       | Gathering a complete list of interaction  | Registration and linking profile for tracking and managing job offer                | User interface with all services related to inventory admin's                                      | Sharing it in social media   |
| Customer Feeling |  |  |               |  miro |