CUSTOMER JOURNEY MAP

CUSTOMER

AWARENESS

CONSIDERATION

CONVERSION

CUSTOMER SERVICE

LOYALTY

CUSTOMER ACTIVITY

FINDING A FREE UNIVERSITY ADMISSIONS PREDICTION

EXPLORE AND PAY A VISIT TO THE WEB APP SHOP

USES THE WEB APPLICATION TO FORECAST CHANGES IN ADMISSION

CUSTOMER GOALS

THE POSSIBILITY OF BEING ADMITTED TO A UNIVERSITY ACCURATELY

TO IDENTIFY THE IDEAL RESPONSE TO THEIR DEMANDS

TO SWIFTLY FIX ANY PROBLEM
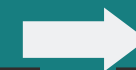
TO DELIVER TRUE AND RELIABLE DATA

CUSTOMER SURVEY

PRIORITIZE CUSTOMER LISTENING THROUGHOUT THE ENTIRE COMPANY.

GAIN A THOROUGH GRASP OF YOUR CUSTOMERS BY USING FEEDBACK FROM THEM.

CREATE A METHOD TO HELP YOU GATHER AND ANALYZE FEEDBACK AND REGULARLY TAKE ACTION

SOLUTIONS

SEARCH ENGINES, SOCIAL MEDIA, AND RECOMMENDATIONS FROM FRIENDS

WEB APPLICATION AND TIMELY ADMISSIONS CRITERIA UPDATES

REVIEW WEBSITES, SOCIAL MEDIA