

# CUSTOMER CARE REGISTRY



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Team no : PNT2022TMID39526

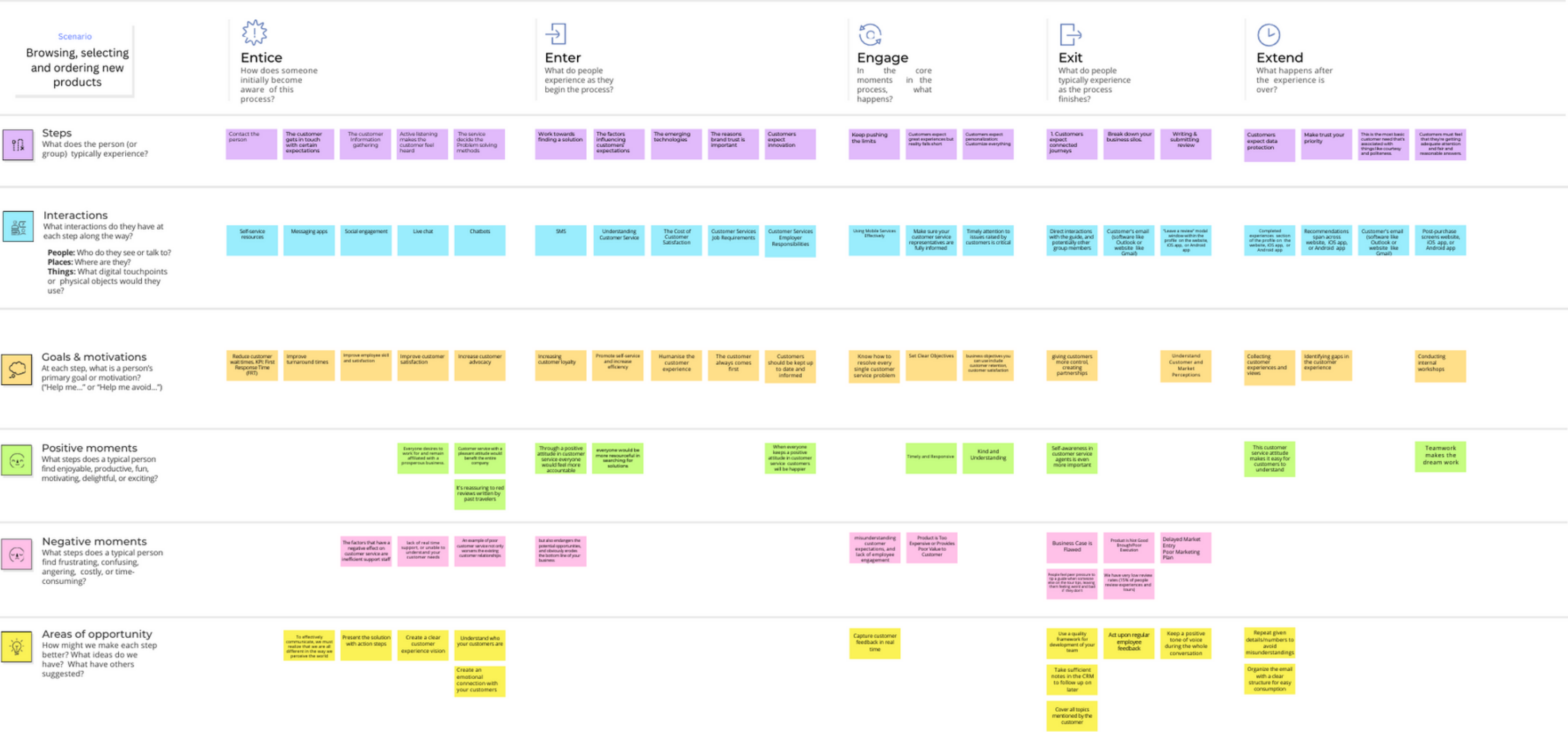
College name : Bharathidasan Engineering College

Department : Information Technology



# CUSTOMER JOURNEY MAP

## CUSTOMER CARE REGISTRY





I am

A customer  
searches for a  
product

I'm trying to

The customer  
places the order

But

It takes longer  
to delivered

Because

The server  
is too busy

Which makes me feel

Lose interest in  
buying the  
product