

Customer Journey map

Team ID: PNT2022TMID07356

PROJECT DESIGN PHASE II

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Visualize the Customer and Employee interactions and touchpoints using Journey Mapping

Workshop goal: understand how the project team can manage the customer journey effectively. Develop the customer journey map, identify the customer journey, and identify the touchpoints. The customer journey map is a visual representation of the customer experience. It is a map that shows the customer's journey from the start to the end of the process. It is a map that shows the customer's journey from the start to the end of the process. It is a map that shows the customer's journey from the start to the end of the process.

