

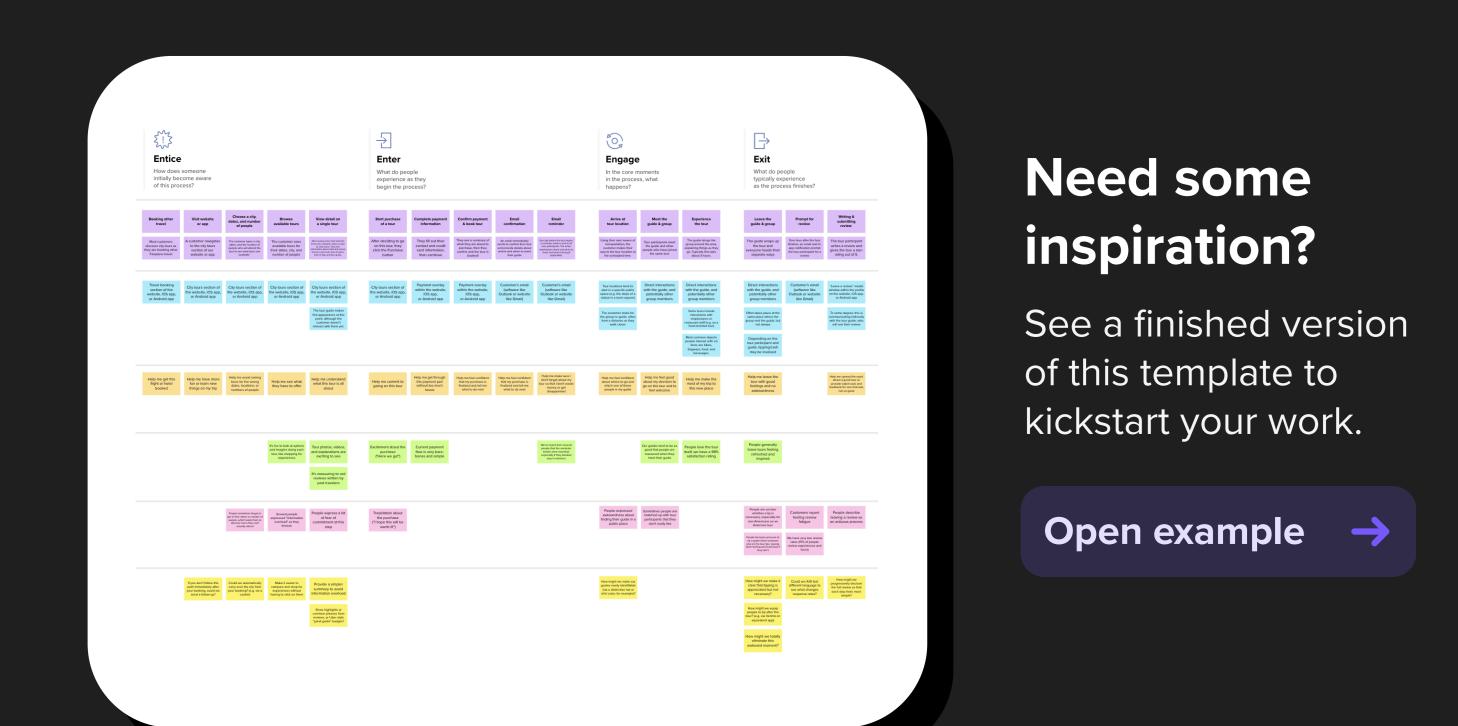
Customer experience journey map

Use this framework to better understand customer needs, motivations, and obstacles by illustrating a key scenario or process from start to finish. When possible, use this map to document and summarize interviews and observations with real people rather than relying on your hunches or assumptions.

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


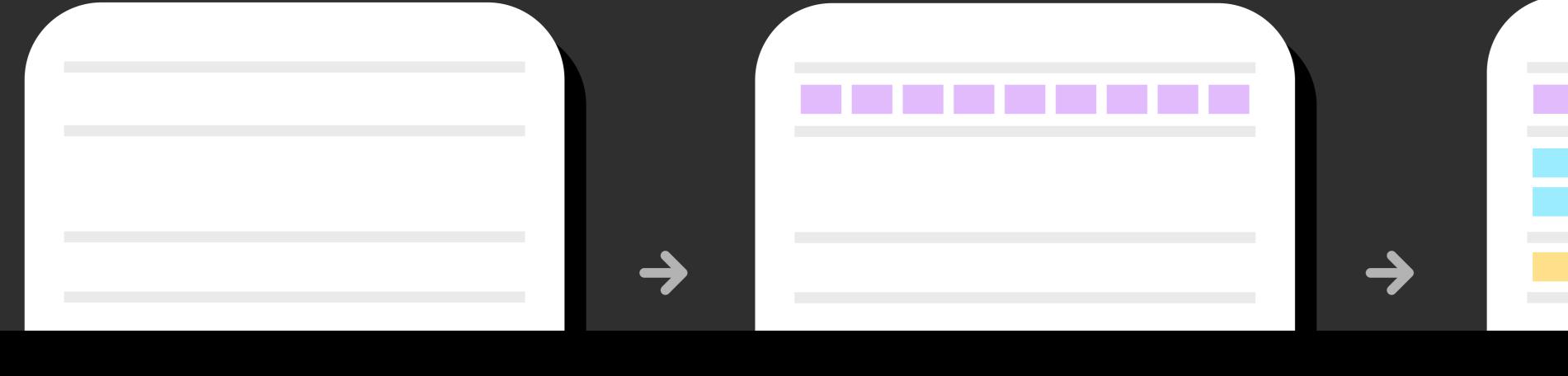
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Project Design Phase-II Customer Journey Map

Date	05 October 2022
Team ID	PNT2022TMID01046
Project Name	Project – Smart Waste Management
Maximum Marks	4 Marks





Document an existing experience

Narrow your focus to a specific scenario or process within an existing product

or service. In the **Steps** row, document the step-by-step process someone

typically experiences, then add detail to each of the other rows.

