**Project Phase 2 Customer Journey Map**

|  |  |
| --- | --- |
| **Date** | 29 OCT 2022 |
| **Team ID** | PNT2022TMID17615 |
| **Project Name** | Inventory Management System for Retailers |

# Entice

**SCENARIO**

**Browsing, booking, attending, and rating a local city tour**

How does someone initially become aware of this process?

# Enter

What do people experience as they begin the process?

# Engage

In the core moments in the process, what happens?

# Exit

What do people typically experience

as the process finishes?

# Extend

What happens after the experience is over?

## Steps

What does the person (or group) typically experience?

Customer can verify the checking of product whether all the things are arrived

The customer participating for inventory management writes a review and gives the service experience as a star rating out of 5

After the copmpletion of process finishes an email and in app notification prompt the customer experience participant for a review

The customer receives an email while the time of fixed event with perosnalized recommendations for other service to make the business relation more better

Make business with us informs our backend recommendation systems which the customer may experience vau better perosnalization(know about the updation of services)

Based on the quality of products and customer satisfaction

After that customer can places a order

**Booking order**

**Visit website or app**

**Choose a product and amount**

**Browser availability of product**

**View detail on about our inventory management**

**complete payment and place order**

**confirm payment and place order**

customer order the good from retailer, the retailer places an order with suppilers and the suppiler ship the product to the customer directly

A customer navigates to the city tours section of our website or app

**Email reminder**

**Email conformation**

**writing and submitting review**

**Prompt for review**

**Arrival of product**

**Personalized recommendations**

**Perosnalized offers**

**Perosnalized suggestions provided by customer**

when a past service experience participant can post about their suggestion show them perosnalized thoughts recommendations in their arrival of product

## Interactions

After seeing about a inventory management them,the customer clicks or taps to view more. They see information about what and where nearby product are available and about customer reviews and rating

The customer sees available products for based on their dates,city and amount of stock

One week before the product arrived a reminder email is sent to the consult consumer.customer makes their ways to the destination at the product arrival

An email immediately sends to conform their placing orders and provide details about where the products are shipped

They see a summary of what they are about to purchase,then they confirm about the placing order is booked

They fill out their aontact and credit card information then continue

[What interactions do they have](https://www.productschool.com/) at each step along the way?

**People:** Who do they see or talk to?

**Places:** Where are they?

**Things:** What digital touchpoints or physical objects would they use?

Help me placing order in a proper way

Help me which option i choose to view availability of stock

Help me can i provide alternate email also

Help me where the other related websites are available

Help me how i see the notification remainder of the mail

Help me how i know my order is placed successfully

Help me can i pay the amount without providing of my card details

Help me to how to fill the details

Help me how i put my how much of product i need

customer can ask to the service provider about whether i provide an personalized its mandatory

## Goals & motivations

Placing orders in the section of the website,IOS app or Android app

Customer can interact with the service provider about the stock availability througth website,IOS app or android app

customer interact with the service provider about the time taken to arrive products

customer interact with the service provider payment can be send through G- pay,Paytm,wallet,phone pay etc...

customer can ask about the brand of products

customers by use the section of the website,IOS app or android app can know about the arrival and availability details of product

customer can ask i can make the use of offers for some other time

customer interact with th service provider as whether i receive the confirmation order as mail

customer can ask to service provider about whether i must prompt the revised its mandatory

customer can ask to the service provider wheather arrival product some of them are not found them what i do

customer ask to the service provider as about the remining schedule

customer can ask to the service provider about the recediving of mail and can i receive also SMS

customer can ask about the background of our management

customer can ask to the service provider about whether i need to share my thoughts its mandatory

At each step, what is a person’s primary goal or motivation? (“Help me...” or “Help me avoid...”)

Help me can i post suggestions for one time only

**emplate T**

**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.

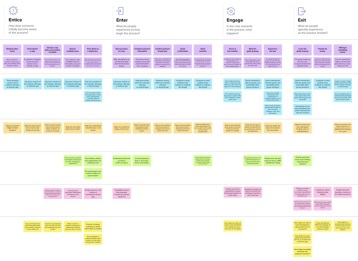
Created in partnership with

[**Share template feedback**](https://muralco.typeform.com/to/CiqaHVat?typeform-source=app.mural.co)

**Need some inspiration?**

See a finished version of this template to kickstart your work.

[**Open example**](https://app.mural.co/template/f59f644b-b4b4-47b5-9ed6-3a8c71ceb612/896b31fe-5597-40ef-9b06-3811a1a45ace)



## Positive moments

People sometimes not correctly mention the products list or amount of product

So that make some issues in that

Maintain customer relation for long lasting about a years

make the customer satisfaction

With changing market conditions,our goal was to create a more efficient replenishment method that would maximum profits for everyone in the supply nchainj

Help me how i check i rceive the perosnalized offers

Help me how the personalized recommendations cloud be

Help me It'snecessary to provide a star

Help me how the review cloud be post like within two lines or as a paragraph

Help me how i check"my product are arrived"

Help me for the placing order how i mentioned can be exact address or common location

What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?

## [Negative moments](https://muralco.typeform.com/to/CiqaHVat?typeform-source=app.mural.co)

If there is an order of goods made from the wrong location,it could result in inaccurate inventory records

If you have multiple warehou8se that have the same type of inventory ,it could cause a negative balance

Occour when a shipment of inventory has been recorded as complete even through it might still be in production.

People sometimes not correctly mention the products list or amount of product

Aiso be issue in production that cause less of a product to be produced than is needed

The na

egative balance could be caused because there is a deley in getting the products processed and on the warehouse shelves

What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?

## [Areas of opportunity](https://app.mural.co/template/f59f644b-b4b4-47b5-9ed6-3a8c71ceb612/896b31fe-5597-40ef-9b06-3811a1a45ace)

Replenishment lead time

physical inventory

inventory valuation

availablle space

Inventory visibility

quality management

carrying costs

inventory forecasting

asset management

[How might we make each step better? What ideas do we have?](https://app.mural.co/template/f59f644b-b4b4-47b5-9ed6-3a8c71ceb612/896b31fe-5597-40ef-9b06-3811a1a45ace)

price forecasting

[What have others suggested?](https://app.mural.co/template/f59f644b-b4b4-47b5-9ed6-3a8c71ceb612/896b31fe-5597-40ef-9b06-3811a1a45ace)