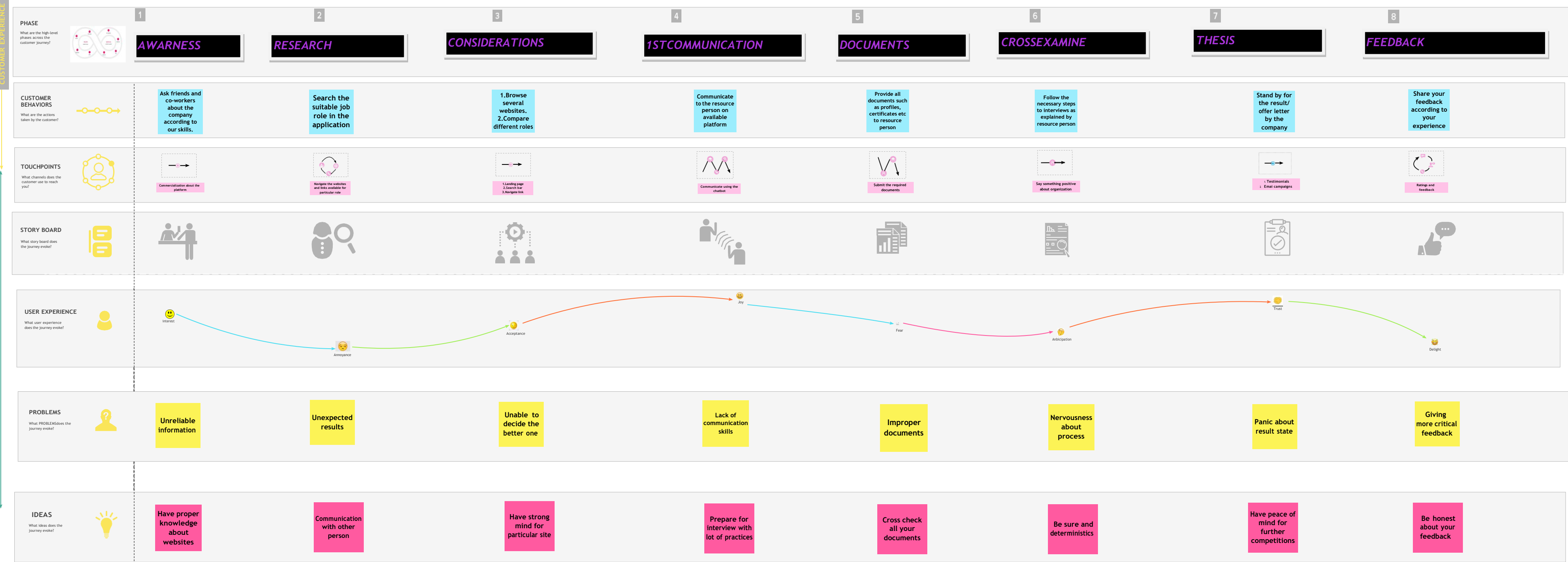


1 Visualize the **Customer** and **Employee** interactions and touchpoints using Journey Mapping

Working as a group, map the experience of the people your company serves leveraging the customer life cycle. Include customer behaviors, touchpoints, and attitudes/emotions. Next, map the experience of the employees engaged in facilitating and delivering the customer experience. Include internal processes, teams/groups, systems/tools and pain points. 4 hours

PROJECT DESIGN PHASE II



Title: Skill/Job Recommender Application

Team id: PNT2022TMD34565