# Customer Journey Map

# Overview

The Customer Journey Map outlines the key stages a user interacts with the real-time security intelligence system.

# Stages

1. **Awareness** - Organizations recognize cybersecurity threats and seek solutions.

2. **Consideration** - Evaluate different security intelligence platforms.

3. **Adoption** - Implement and integrate the solution into existing infrastructure.

4. **Usage** - Security teams use the platform for monitoring and threat detection.

5. **Optimization** - Continuous learning and fine-tuning for better protection.

# Customer Experience Flow

- Identifies security challenges.

- Evaluates potential solutions.

- Implements real-time monitoring.

- Responds to security threats.

- Enhances security protocols over time.

# Diagram Representation

Below is a visualization of the customer journey.