

# CUSTOMER JOURNEY MAPPING

*design*thinkersacademy

<div>EMOTIONAL STATUS OF PERSONA</div> <div><div>Name</div><div>Profile</div><div>Behaviour</div></div> <div>See Persona PDF</div>	<div><div>+ • • • • • • • • • -</div><div>People who're interested in me (doesn't have to be a recruiter)</div><div>- + • • • • • • • • • •</div></div> <div>Explain Emotions</div> <div><div>1. interested</div><div>2. curious</div><div>3. lively</div><div>4. prepared</div></div>
CONTEXT	Website
WHAT IS THE PERSONA TRYING TO DO?	Find something they would like to see, and decide to contact me or not
JOURNEY STAGES	<div>1. Get the domain name</div> <div>2. Go for what they want</div> <div>3. Contact or not</div> <div>4. Potential Career</div>
TOUCHPOINTS	<div>1. Creativity</div> <div>2. Skill</div> <div>3. Professional</div> <div>4. Works</div>
OPPORTUNITIES AREAS	<div>Customer's Needs</div> <div>Barriers</div>

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