

## Project Design Phase - II

### Customer Journey

Team ID: PNT2022TMID15260

Customer Journey: A Day in the Life	Early Morning	Late Morning	Afternoon	Evening	Nighttime
<i>What is the customer thinking or feeling?</i>	Daily update	Tech News	Read Breaking news	Read sports news with cup of tea	Read on what's happening
<i>What are the customer's actions or main priorities?</i>	Cover different sections of NEWS like business, economy, health and	What is on the peak.	Prefer audio more than reading	Like to be entertained	Perceive the future as better than the past
<i>What are the customer's biggest pain points at this time?</i>	Not able to find the relevant NEWS	Accurate data	Continuous irritation because of ad	No feeling the ne to be entertain	Overwhelmed news
<b>How can our product be better utilized at this time?</b>	Embracing the day	Feeling the day	Feels like someone is telling the	Gives the chat partner	Comforter