Customer Journey Map

Project Domain	Cloud Application Development
Project Title	Customer Care Registry
Team ID	PNT2022TMID44404
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Customer 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.

Engage

In the core moments in the process, what happens?

Tells the query

Choose the query

Listen

Checks the reply

Technical person

Looks for issues

Replies back

Short span of time

Troubleshooting

Feedbacks

Keep your word

Actively listen

Respond quickly

Creatively solve problem

Long wait time

Being transferred multiple times

Customers can't reach

Exit

What do people typically experience as the process finishes?

Query solved

gets reference number

Conversation completed

Loyalty

Proactively helpful

Redirecting to websites