











TEAM ID: PNT2022TMD37672

<div><div>PHASE</div><div>What are the high-level phases across the customer journey?</div><div></div></div> <div><div>DISCOVERY</div><div>REGISTRATION</div><div>LOGIN</div><div>FIRST USE</div><div>SHARING</div></div>									
<div><div>ACTIONS</div><div>What are the actions taken by the customer?</div><div></div></div>	<div>Sellers who would like to enhance their salse find about the software</div>	<div>Inorder to use this dashboard, the customer creates their own account</div>	<div>User logs in with their newly created account</div>	<div>The user makes use of the analysis provided to discover ways to improve sales figures</div>	<div>The user generates a report about their sales figures for future reference</div>				
<div><div>NEEDS AND PAINS</div><div>What does the customer want to achieve or avoid?</div></div>	<div>Enough people must get to know about the existence of the software</div>	<div>The registration process must be quick and easy</div>	<div>The login should be clear about what is happening i.e., logged in or invalid user, etc.,</div>	<div>The UI must be user friendly</div>	<div>The user must be able to generate their report in a hassle free and understandable format</div>				
<div><div>TOUCHPOINTS</div><div>What channels does the customer use to reach you?</div><div></div></div>	<div>Access software</div>	<div>Registration Form</div>	<div>Login Window</div>	<div>Tools available on the dashboard</div>	<div>Generate report button</div>				
<div><div>CUSTOMER FEELINGS</div><div>What attitude or emotion does the journey evoke?</div><div></div></div>	<div><div>Thrilled</div></div>	<div><div>Learning how to use</div></div>	<div><div>Excited</div></div>	<div><div>Delighted</div></div>	<div><div>Happy</div></div>				
<div><div>OPPURTUNITIES</div><div>What are the steps taken internally to support the customer behavior?</div><div></div></div>	<div>People get to know about the software</div>	<div>New users arrive</div>	<div>Users start using the software</div>	<div>Users discover new ways to enhance sales</div>	<div>Users fulfill their needs</div>				