| STAGE | ONSIDERATION | AWARENESS | PURCHASE | ONBOARDING |
|-----------|----------------------|-------------------|---------------|---------------|
| | | | | |
| USER | VIEW ONLINE AD | WEBSITE PHONES | PURCHASE | SERVICE |
| | | | | |
| EMOTIONS | НАРРҮ | SAD | WORRIED | ANGERED |
| | | | | |
| POINTS | MONTH | YEAR | DECREASE | INCREASE |
| | | | | |
| SOLUTIONS | SERVICE | DEVELOPMENT | OMMUNICATIONS | SATISFICATION |