

## Customer experience 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.

Created in partnership with



Share template feedback

## <u>Customer Care Registry</u>

Project Design Phase - II | Customer Journey MapTeam ID - PNT20222TMID29305 Date - 13 November 2022





