

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.

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Document an existing experience

Narrow your focus to a specific scenario or process within an existing product or service. In the **Steps** row, document the step-by-step process someone typically experiences, then add detail to each of the other rows.

TIP

As you add steps to the experience, move each these "Five Es" the left or right depending on the scenario you are documenting.

<div>SCENARIO</div> <div>Browsing, booking, attending, and rating a local city tour</div>	<div>Entice</div> <div>How does someone initially become aware of this process?</div>	<div>Enter</div> <div>What do people experience as they begin the process?</div>	<div>Engage</div> <div>In the core moments in the process, what happens?</div>	<div>Exit</div> <div>What do people typically experience as the process finishes?</div>	<div>Extend</div> <div>What happens after the experience is over?</div>
<div>Steps</div> <div>What does the person (or group) typically experience?</div>	<div>post on social media</div>	<div>After sign up into the website they are directed to dashboard</div> <div>Design of dashboard</div>	<div>Check the availability of beds</div> <div>Get to know about medical staff</div>	<div>Booking of bed</div> <div>Prompt for review</div>	<div>personalized recommendation</div>
<div>Interactions</div> <div>What interactions do they have at each step along the way?</div> <div>■ People: Who do they see or talk to?</div> <div>■ Places: Where are they?</div> <div>■ Things: What digital touchpoints or physical objects would they use?</div>	<div>They can view the dashboard</div> <div>Dashboard available 24/7 in the hospital website</div>	<div>They can interact to medical staff</div>	<div>They undergo the treatment according to their disease</div> <div>Bed is allotted after registering</div>	<div>Accurately predicting length of stay</div> <div>Cure for their diseases</div> <div>Customer e-mail</div>	<div>Feedback</div> <div>Rectifying mistakes based on feedback</div>
<div>Goals & motivations</div> <div>At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...")</div>	<div>To give clear idea about beds available</div>	<div>To allot beds as per required</div>	<div>treatment</div>	<div>Healthily going out of hospital</div>	<div>satisfaction of treatment and bed allotment</div>
<div>Positive moments</div> <div>What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?</div>	<div>Easily accessible dashboard</div>	<div>Customer can view the data visually</div> <div>Check availability of beds</div> <div>Customer analysis based on data available</div>	<div>Some customers like direct interaction so for them it is helpful</div> <div>By predicting the length of stay beds available can be easily updated</div>	<div>creating a Unique Experience</div> <div>Increasing Customer Satisfaction</div>	<div>Recognizing Opportunities for Growth</div>
<div>Negative moments</div> <div>What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?</div>	<div>Too much information</div>	<div>Customer can test hypothesis</div> <div>Accessing wrong data set</div> <div>Dashboard taking more time to respond</div>	<div>Human error may happen</div> <div>Improper communication between Customer</div>	<div>Customer dissatisfaction due to error</div>	<div>Customer can take more</div>
<div>Areas of opportunity</div> <div>How might we make each step better? What ideas do we have? What have others suggested?</div>	<div>Provide simpler summary to avoid information over load</div> <div>If they don't follow the step booking could be made after we send a follow up!</div>	<div>Providing tips on how to use dashboard</div>	<div>Easily showing the beds allotment</div>	<div>How might we equip people to tip after the joining?</div>	<div>Imple menting the feedback</div>

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