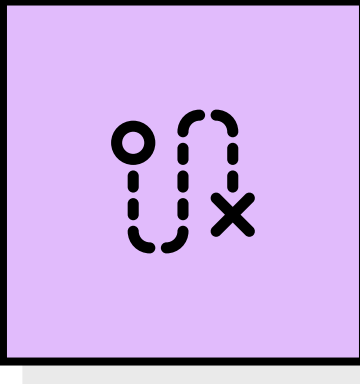
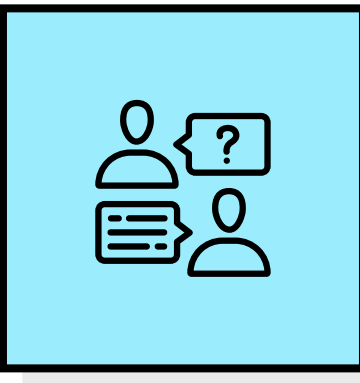
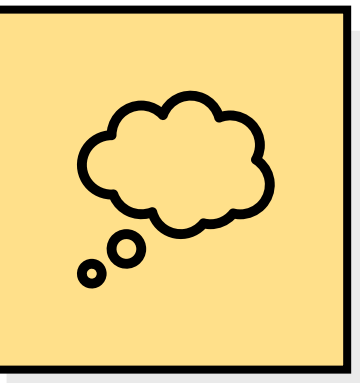
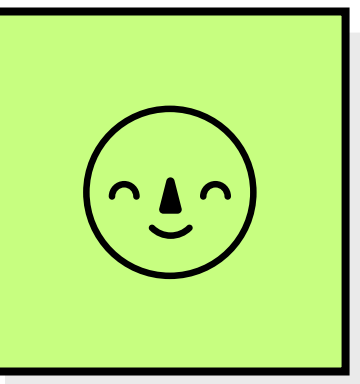
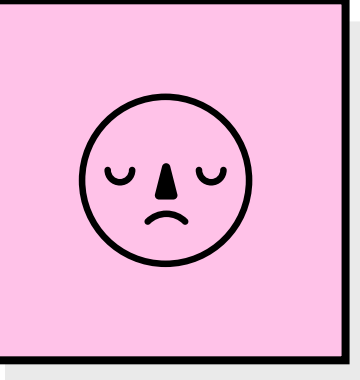
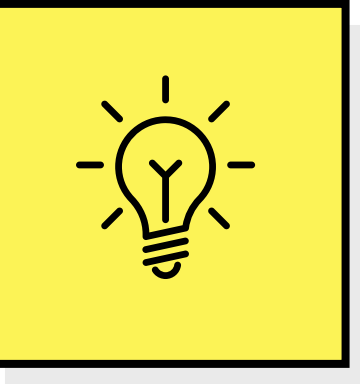


Inventory management system customer journey	Registration	Accessing and using the website	Tracking the inventory	Managing users
<div></div> <div>Steps What does the person (or group) typically experience?</div>	<div>Asking people's help to become comfortable with inventory management system</div> <div>Surfing through websites regarding inventory management system</div> <div>Registering in our inventory management system</div>	<div>Log in to the website</div> <div>Look for existing items in the website</div> <div>Creating a profile</div>	<div>Update the existing items details in the website</div> <div>Deleting the items which are out of stock</div> <div>Adding or refilling the items</div> <div>Notifying the users regarding the items which are out of stock</div>	<div>Gathering feedback of end users</div> <div>Can have a checklist of items</div>
<div></div> <div>Interactions What interactions do they have at each step along the way?<ul style="list-style-type: none">■ People: Who do they see or talk to?■ Places: Where are they?■ Things: What digital touchpoints or physical objects would they use?</div>	<div>Have a conversation with existing retailers in the market</div> <div>Visiting a real time warehouse for gaining knowledge</div> <div>Experiencing the already existing website</div>	<div>Retailer tours section of the website, iOS app, or Android app</div> <div>Comparing the items in real time and the items updated in the website</div>	<div>Checking the items in person to have verification on it</div> <div>Updating the items on time to improve the business</div>	<div>Interacting with the end users</div> <div>Checking on their queries</div>
<div></div> <div>Goals & motivations At each step, what is a person's primary goal or motivation? (“Help me...” or “Help me avoid...”)</div>	<div>To have a complete knowledge about the website</div> <div>To successfully register in the website</div>	<div>To view the features in the website</div> <div>Update their profile</div>	<div>To update the items correctly</div> <div>Notifying the users on time</div> <div>To add and delete the items</div>	<div>To get user's review</div> <div>Respond to the users on time</div>
<div></div> <div>Positive moments What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?</div>	<div>Successful registration using email</div> <div>Verification of email</div>	<div>Giving correct details</div> <div>Successfully creating the profile</div>	<div>Refilling the items on the website on time</div> <div>Notifying the users on time</div>	<div>User's satisfaction</div>
<div></div> <div>Negative moments What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?</div>	<div>Unsuccessful login</div> <div>Error in verification</div>	<div>Profile details not getting updated correctly</div> <div>Could not view existing items</div>	<div>Not updating the items on time</div> <div>Delay in notifying the users</div>	<div>Not responding to the users on time</div>
<div></div> <div>Areas of opportunity How might we make each step better? What ideas do we have? What have others suggested?</div>	<div>Registration using verification code</div> <div>Following other website ideas</div>	<div>Using recommendations and filters for viewing existing objecta</div>	<div>Notifying the users through mail, message , etc</div>	<div>Getting real time feedbacks and feedbacks through phone calls</div>