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Visualize the Customer and Employee interactions and touchpoints using Journey Mapping

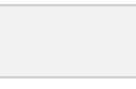
Working as a group, map the experience of the people in your company as they are engaging the customer lifecycle. Include customer behaviors, touchpoints, and details of emotions. Next, map the experience of the employees engaged in facilitating and delivering the customer experience. Include internal processes, teams / groups, systems / tools and pain points. 4 hours

PROJECT DESIGN PHASE II



PHASE

customer journey?
What are the phases across the



high-level

AWARNESS RESEARCH

CONSIDERATIONS

1ST COMMUNICATION DOCUMENTS CROSSEXAMINE

THESIS

FEEDBACK



CUSTOMER BEHAVIORS

What are the actions taken by the customer?



Navigate the websites and links available for particular role

1.Landing page 2.Search bar 3.Navigate link



Communicate using the chatbot



Submit the required documents

What user experience does the journey evoke?



Say something positive about organization

Testimonials : Email campaigns



Ratings and feedback

TOUCHPOINTS
What channels does the customer use to reach you?

Connect the flow from a touch the platform



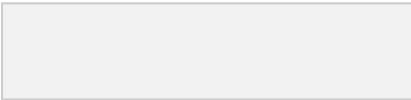
STORY BOARD

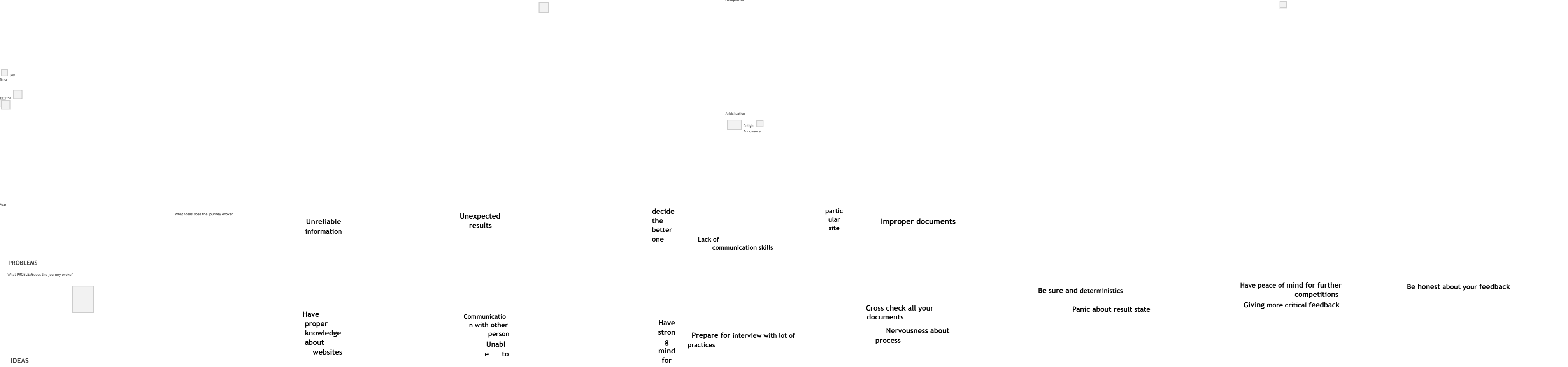
What story board does

the journey evoke?



USER EXPERIENCE





Title: Skill/Job Recommender Application

Team id : PNT2022TMID07598