**PROJECT DESIGN PHASE II CUSTOMER JOURNEY MAP**

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| DATE | 19 SEPTEMBER 2022 |
| TEAM ID | PNT2022TMID12328 |
| PROJECT NAME | Predicting the Energy Output of wind Turbine Based on Weather Condition |
| MAXIMUM MARKS | 2 MARKS |

CUSTOMER JOURNEY MAP:

A customer journey map is a visual representation of a customer’s experience with a company. It provides an understanding into the needs and concerns of potential customers which directly motivate or inhibit their actions. This information allows companies to boost customer experience leading to higher conversion rates and improved customer retention.

