












Project Design Phase-II
Customer Journey Map

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|---------------|---|
| Date | 06 October 2022 |
| Team ID | PNT2022TMID39828 |
| Project Name | Inventory Management System for Retailers |
| Maximum Marks | |

INVENTORY MANAGEMENT SYSTEM FOR RETAILERS

| |  Entice How does someone initially become aware of this process? |  Enter What do people experience as they begin the process? |  Engage In the core moments in the process, what happens? |  Exit What do people typically experience as the process finishes? |  Extend What happens after the experience is over? |
|--|---|--|---|---|---|
|  Steps What does the person (or group) typically experience? | Browse website in the chrome Open website Most Customers Need the website in online He/She can open the website | Sign In & Sign Up Branch ID & Password Dashboard Enter mobile Number Receive OTP through message Main dashboard | Upload Stock Details Delete the Inaccurate stocks High Demand Analysis Low Demand Analysis Update the stocks Browse the stocks Find the needed stocks Select the stocks that He/She wants to buy | Report daily Sales Place the Order for the products which is needed Final Sale report Efficient Stock Management Buy the stocks Make payments Track your stocks details If He/She needs any other products | |
|  Interactions What interactions do they have at each step along the way? • People: Who do they see or talk to? • Places: Where are they? • Things: What digital touchpoints or physical objects would they use? | Search or Enter Website url or Enter Name Userfriendly Website for understanding | Enter the Branch ID & Password user can Interact with the products | Enter the stocks Manually Check the product Availability Check the high demand products and make sure the stock available Delete the inaccurate data to avoid inconvenience | Removing the expired product & damaged product The average No. of products that are sold each day | Manage the stock efficiently |
|  Goals & motivations At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...") | Helps the user to get website correctly Helps the user to understand the website | let the application authenticate the user to avoid Internet robots | Upload to the Database To understand the stock levels To provide good product to the customer To avoid over stock | To control the stock Provides a full view of the company's sale | Better inventory planning and forecasting |
|  Positive moments What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting? | It is good If i find the correct website All products uploaded properly | When i remember the password If the OTP received properly | Entering Stock Details correct If the analysis is correct | Sold all stocks Increased productivity | Increased information transparency |
|  Negative moments What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming? | Can't get the site properly Stocks not loaded properly | Not get the OTP Forget the password | Entered wrong data Invalid data | when gets tired Low products sale | Difficult to maintain physical storage facility |
|  Areas of opportunity How might we make each step better? What ideas do we have? What have others suggested? | Automation Identifying least stock | Graph Analysis Awareness about inventory Management System | Centralized Tracking Demand Tracking Reduce Inconvenience | Expanding Business | Develop a network between Retailers |

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