## **CUSTOMER JOURNEY MAP**

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Journey Steps Which step of the experience are you describing?	<b>Discovery</b> Why do they even start the journey?	<b>Registration</b> Why would they trust us?	Onboarding and First Use How can they feel successful?	<b>Sharing</b> Why would they invite others?
Actions What does the customer do? What information do they look for? What is their context?	escus the opposition of the opposition of process of some of some of the opposition	COMPLETE MEDICAL TAXING CASE NOTIFICATION OF SECURITY SHOWS SHOWER POOL	BY ASSETING MANIENATE INCOMEMBER IN UTILIZATION OF ACTIONS ACT	COTICTON WITHING ADDRESS ACCIDENT LEVEL OF ACCUPANT AMOUSE LEVEL OF ACCUPANT HIDRORY CONTRACT CONTRACTOR CONTR
Needs and Pains What does the customer want to achieve or avoid? Tip: Reduce ombiguity, e.g. by using the first person narrator.	TO NOTEY TO INDW/JIE DACT PACCODENT TO CONTROL OF THE SHIMMER	TOHEOME OF TO CHECK TO REDUCE THE REPORT OF THE REPO	TO NOW THE TO AVOID REPER HELES OF THE FEAR OF PROCESSING THE FEAR OF SWIMMANG OF SOFTWARE SWIMMANG MONITORING MONITORING	TO END.  TO IGNUTEY MEDICAL DROWNING CONDITIONS PERSON COURTING OF EDUT
Touchpoint What part of the service do they interact with?	TOTAL INFORMATION ABOUT THE ORIGINARY	INSTALLING THE ALAEM INDICATION CAMERAS SCILUP OF LIGHTS	BATIC OF TO PRINCE THE PROPERTY OF DECEMBER OF THE DECIMENT OF	BECAUSE ITS PUBLIC UNDUSTRIAN PRODUITY CONTROL CAN BE CONTROL CAN BE SOFTWARE ACCESSED
Customer Feeling What is the customer feeling? Tip: Use the emoji app to express more emotions	٠	<b>③</b>	2	55
Backstage				
<b>Opportunities</b> What could we improve or introduce?	INTRODUCE DROWNING	IMPROVE THE ACCURACY OF THE	SWIMMERS POSITION AND LOCATION PROVIDED FOR BETTER	INCREASE THE SAFETY OF THE CHILDREN
Process ownership Who is in the lead on this?	SWIMMING POOL OWNERS	SWIMMING POOL OWNERS	SOMMORANG POCA. OWNERS AND LIFE GUARD	GWAMERS AND LIFE GUARD

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