







Phases of Journey	Registration			Onboarding			First Session		
Actions What does the customer do?	Connect their Google account	Choose a plan	Confirm free trial	Can click help icon	Can click on Learn more	Can leave feedback	Open file	Select files to check	Check right files are selected
Touchpoint What part of the service do they interact with?	Free trial landing page	Email	free templates	Training Interface	Account Settings	Help center materials	New checking session	Share settings	Result Explanations
Customer Thought What is the customer thinking?	I can use free templates	This is easy	No need to provide credit card details	What are the steps to start	Slow process	Easy to follow with later work	Simple steps	Result explanation is good	
Customer Feeling What is the customer feeling?									
Customer Profile Profile of customer in the application									
Oppurtunities	Introduce NPS for Help center						Add Congrats Pop-up		