

Journey of a Customer in Damage assessment process

Journey Steps Which step of the experience are you describing?	Discovery	Registration	Onboarding	Sharing
Actions What does the customer do? What information do they look for? What is their context?	To determine the damage assessment for their vehicle	The information are protected We provide additional security for the user's accounts We have not sharing any information with third party companies.	Gets a simple tour possible to view demo video able to modify the given data Starts the process in few steps	Shares the info about web application in social media Shares and tells about the simple process to friends Can also tells to their friends who are all mechanics
Needs and Pains What does the customer want to achieve or avoid? <i>Tip: Reduce ambiguity, e.g. by using the first person narrator.</i>	Process journey must be simple The customer mostly try to avoid unwanted information needed.	The customer always feel not to enter so much personal information some user like to free use of the site.	Expects the process to be simple ad-free websites while using Able to accept all types of image files	They expect some offer while they inviting people They do not want to pay unnecessary amount for invitation The offers may be like increasing the cloud storage.
Touchpoint What part of the service do they interact with?	User interface most likely the website	Information is stored in database Registration form Google account	File manager mobile camera online Cloud or drives	Can able to copy the sharing link. social media application to share. It is great to have access to all type of social media.
Customer Feeling What is the customer feeling? <i>Tip: Use the emoji app to express more emotions</i>	😬	😱	😄	😬
Backstage				
Opportunities What could we improve or introduce?	We will improve the website for more efficient way of access.	Decreases a unwanted information gathering and increases the information only about the vehicles.	Increases and add the more feature in the website for some specific tasks.	Removing the unwanted things that are asked while sharing, and no-sing-up sharing also can be added
Process ownership Who is in the lead on this?	Website Developer & UI/UX Designer	User, Web Developer, Backend Developer	Web Developer and the feature process	User