: 04 October 2022

Team ID : PNT2022TMID42578
Project Name : Inventory Management System for Retailers

Customer Journey in Inventory Management System for Retail	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?	Creating account Browsing products Searching the product availability of near by location Providing credentials like username& password	Looking for the product description Items adding to bag on each categirisation Payment details to be shared in convenient manner.	Checking and ensuring the quality of product arrived User gets the notification after the product arriving or dispatched or delivered Closing the servers after the process completion Ensures correct payment transaction for bulk product ordering Product recommendation by recently billed. The user can view the product survived recommendations for recommendation on products burchased on products burchased on products Wishlist. The user can view the products purchased recommendations for similar products based on products Wishlist. The user can give feedback for improving of service.
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?	Application Dashboard Registration page of application to check availability of the product	Categorisation of product Customer subproduct payment Interact between customer and administrator Location details to be shared through notification With a Famous landmarks location to be shared Interaction with chat / call facility.	Supply chain between user on one side and retailer or seller on other side Direct communication between user and transport agency Able to interact with billing and payment methodology Able to interact with billing and payment methodology Tracking the queries. Following feedback.
Goals & motivations At each step, what is a person's primary goal or motivation? ("Help me" or "Help me avoid")	Help me to keep Privacy and data security Help me to find the product in which category	Help me to make the availability of one such product Help me to find to exact product I'm looking for Help me to any payment based difficulty Help me to track the details and estimation of the delivery Process.	Help me to verify the correct product based on categorisation Help me to undergo the desired product efficiently Help me to view what I had recently parshased. Help me to improve your services and satisfaction Help me to improve your services and satisfaction Help me to improve your services and satisfaction Figure 1. The payment on high order purchase Help me to improve your services and satisfaction Help me to improve your services and satisfaction The payment on high order purchase Help me to improve your services and satisfaction
Positive moments What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?	Easy to check where the product is located.	Excited to see the product which is needed and not in the list Easy to make the payment in any mode of pay Noticing more offers on products Feeling excited about product comes nearby location While Expecting the customer care about the transition	Seeing the confirmation notification about product purchased, dispatched and arrival Receiving the product with better quality that wasn't expected before Ordering the product with favorite one and expecting the same as delivery Sending feedback helps me to improve their services. Sending feedback helps me to improve their services.
Negative moments What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?	Sometime the same brand based product are not available. The products are duplicate. it seems like copy product.scaming customer.	Lack of interaction Lack of interaction Looking for a product and the product been sold out Sometime there is no trust in new launched product Product are missing in total number Product quality worst Product quality worst	Worse quality after been used Worse quality after been used Expected product is not delivered Worse quality after been used False information about manufacturing date and making customers bad feel about product after been used used Making customers bad feel about product after been used used
Areas of opportunity How might we make each step better? What ideas do we have? What have others suggested?	Arranging a product in category without repetition The product details should be noted every time. Details like MFD,expiry date and batch no.	Tracking and updating the desired product How can we improve the communication service? Making custom much satisfact about quality about quality and the communication service?	Making customers much satisfaction about quality Well categorization upon customer satisfaction about quality How to achieve the recommendations?