

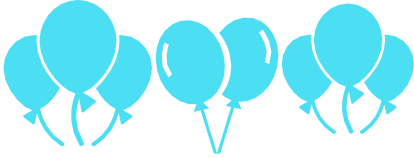


USER JOURNEY MAP

JOURNEY STEPS Where step of the experience are you describing	DISCOVERY Why they started the journey	REGISTRATION Why would they trust us?	ONBOARDING AND FRIST USE How can they feel successful?	SHARING Why would they invite others?
ACTIONS what does the customer do? what information do they look for? what is their context	<div>product details</div> <div>About inventory and where to start</div> <div>To search the quality of product</div>	<div>By Visualization charts</div> <div>Availability of the product</div> <div>Complete understanding of the product</div>	<div>Avoiding stock and over stocking</div> <div>cost of inventory</div> <div>By inventory of each product</div>	<div>Tries to identify the status of Best seller</div>
NEEDS AND POINTS what does the customer want to achieve or avoid? Tip: Reduce ambiguity	<div>Product satisfaction</div> <div>Get information about product</div> <div>stock quality</div>	<div>Help to find the Ability of the product</div> <div>help to find the relevant information about retail store stock inventory</div>	<div>Tracking inventory in advanced</div> <div>Reordering point</div> <div>Product quality and quantity</div>	<div>Low quality miserable</div> <div>Over cost anxiety quality, satisfaction</div>
TOUCHPOINT what part of the service do the interact	<div>Short term forecasting</div> <div>Over stock</div> <div>Profit/loss information</div>	<div>Multi product inventory analysis</div> <div>Each product profit/loss details</div> <div>weekly report</div>	<div>Reorder to avoid stock-out</div> <div>Ordering product when they need</div> <div>product quality and quantity</div>	<div>Quality product of services</div> <div>Feed-back about stock inventory</div>
CUSTOMER FEELING what is the customer feeling? Tip: Use the app to express more emotions				

BACKSTAGE	
-----------	--

OPPORTUNITIES what could we improve or introduce?	USER FRIENDLY	PROPER ANAYSIS	PROFIT / LOSS	QUALITY/ QUANTITY
PROCESS OWNERSHIP Who is in the lead on this?	<div>Retailer</div>	<div>Retailer</div>	<div>Retailer and supplier</div>	<div>Retailer and supplier</div>

Customer/User journey map

Date

31/oct/2022

Project Name

Inventory Management System for Retailers

Maximum marks

4 Marks

