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	product details About inventory and where to start To search the quality of product	By Visualization charts Availability of the product Complete understanding of the product	Avoiding stock and over stocking cost of inventory By inventory of each product	Tries to identity the status of Best seller
NEEDS AND POINTS what does the customer want to achieve or avoid? Tip: Reduce ambiguity	Product satisfaction Get information about product stock quality	Help to find the Ability of the product help to find the relevant information about retail store stock inventory	Reordering point Tracking inventory in advanced Product quality and quantity	Low quality miserable Over cost anxiety quality, satisfaction
TOUCHPOINT what part of the service do the interact	Short term forecasting Over stock Profit/loss information	Multi product inventory analysis Each product profit/loss details weekly report	Ordering product when they need Reorder to avoid stock-out product quality and quantity	Quality product of services Feed-back about stock inventory
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?	Retailer	Retailer	Retailer and supplier	Retailer and supplier

Customer/User journey map

Date 31/oct/2022

Project Name Inventory Management System for Retailers

Maximum marks 4 Marks