CUSTOMER CARE REGISTRY

Customer Journey



TEAM DETAILS:

Team No :PNT2022TMID10732

College : IFETCOLLEGE OFENGINEERING

Name

Department :ECE







Customer experience journey map

Use this framework to better understand customer needs, motivations, and obstacles by illustrating a key scenario or process from start to finish. When possible, use this map to document and summarize interviews and observations with real people rather than relying on your hunches or assumptions.

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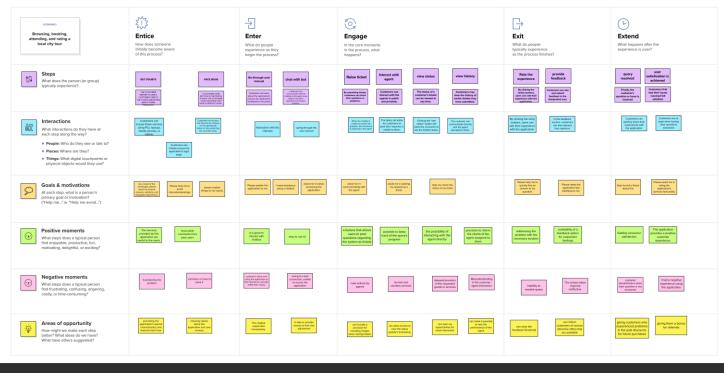




Document an existing experience

Narrow your focus to a specific scenario or process within an existing product or service. In the **Steps** row, document the step-by-step process someone typically experiences, then add detail to each of the other rows.







Thank you