CUSTOMER CARE REGISTRY

CUSTOMER JOURNEY MAP



TEAM DETAILS:

Team No : PNT2022TMID10762

College Name: IFET College Of Engineering

Department: Electronics & Communication Engineering

PROBLEM MEMBERS:

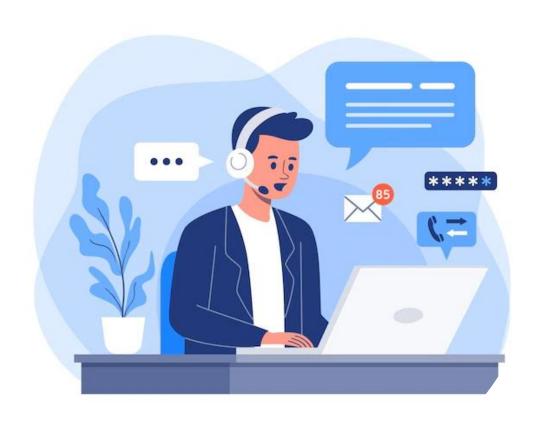
- MOHANRAJ S
- MOHAMED FAIZAL M.S
- MOHAMED MUSHARAF M
- GIRIDHARAN G

PROJECT DESIGN PHASE - II

CUSTOMER JOURNEY MAP

DATE	7 OCTOBER 2022
TEAM ID	PNT2022TMID10762
PROJECT NAME	CUSTOMER CARE REGISTRY
MAXIMUM MARKS	2 MARKS

Browsing, booking, attending, and rating a local city tour	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?	Face traue When a continuer fac When the container product; they just not for a centimer cure vector in the porter core Core	Chair with bot user marked Customers can interest unit Customers can interest unit the duction graph of the customers consumed to the confidence of the confidence of the customers of the custo	Rabe ticket Wiew Notice View Notice View Notice View Notice View Notice View Notice Customers can low Customers can view that paster that paster that paster the date of their persons received by cassing tickets with the agents with the agents with the agents	Ease the experience Provide feedback Common on one man growing provide their growing the provide their growing th
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?	Commence consider Considers can real the Section of the Polytopia, making services by clicking on customers can view the logisty page of their securities busines in access these services the portain they use application.	Interaction with the Going through the chet bot user manual	The istancation from the Customer can view Customer can view the state of the described by the customer can view the state of the described state of the describ	Customers can obse Customers can also Desire expensive with Customers can also Desire expensive with Customers can also Desire properties with Customers can also Desire properties with Customers can also Customers ca
Goals & motivations At each step, what is a person's primary goal or motivation? ("Help me" or "Help me avoid")	step no per some continues and pleasure expensers as making the making things clear interaction. Help me avoid Help me understand making things clear interaction.	Help me to understand the applications with chatbot the application with second to be application with chatbot gas a second to application with second to applications are applications.	Help me to interact Help me to post my with the agent Guery as tickets Under status	Help me to get my garny rendred satisfied with the spilocation this to a friend supplication the application state.
Positive moments What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?	The services offered in this application happen to be valuable to the users	It is good to interact with the chat bot Easy to use UI	Provision to past the Provision to have a con-to-one the customers about close track the status of the query. Interaction with the the agent the customers the agent also the game.	Getting the required provision to express customer satisfaction solution to the issue customer's feelings addressed. Solution to the issue as feedback is achieved with the application
Negative moments What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?	Fruitrateed with the Confusion on how to solve it	Customer's diference on how to get his her progress of the pro	Rude behaviors of Careless and rushing service Late delivery of the inclined in the required products/ interaction between service.	Query will not be Efforts taken may go customer when the customer when the resolved futtle futtle resolved application
Areas of opportunity How might we make each step better? What ideas do we have? What have others suggested?	Making promotions bout the application the application and and its unique feedback given by the customers	Intertresponse by Can provide access the chathat for adjusting first size	Can give provision for including images to sive the during ticket railing taken spale Can provide access to have visual to rate the agent's interaction Can provide access to have visual interaction performance	Can increase the limit of the feedback of



THANK YOU