

Project Design Phase-II

CUSTOMER JOURNEY MAP

Date	19 October 2022
Team ID	PNT2022TMID04548
Project Name	Inventory Management System for Retailers
Maximum Marks	4 Marks

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.

INVENTORY MANAGEMENT SYSTEM FOR RETAILERS

Team ID: INT20221V 504548
 Team Leader: Dariusz Szep 3
 Team Member: Cezaryn 5
 Team Member: G. Sali M 5
 Team Member: Anna M. M

Stages:

- Include:** Identifying underlying feelings, asking the product
- Enrich:** How does someone interact with the system? (What is the context?)
- Enter:** What is the goal? What is the process? What is the goal? What is the process?
- Engage:** What is the goal? What is the process? What is the goal? What is the process?
- Exit:** What is the goal? What is the process? What is the goal? What is the process?
- Extend:** What is the goal? What is the process? What is the goal? What is the process?

Steps:

- Identify the goal of the user (e.g., "I want to buy a new product")
- Identify the process (e.g., "I want to buy a new product")
- Identify the goal of the user (e.g., "I want to buy a new product")
- Identify the process (e.g., "I want to buy a new product")

Interactions:

- Identify the goal of the user (e.g., "I want to buy a new product")
- Identify the process (e.g., "I want to buy a new product")
- Identify the goal of the user (e.g., "I want to buy a new product")
- Identify the process (e.g., "I want to buy a new product")

Goals & motivations:

- Identify the goal of the user (e.g., "I want to buy a new product")
- Identify the process (e.g., "I want to buy a new product")
- Identify the goal of the user (e.g., "I want to buy a new product")
- Identify the process (e.g., "I want to buy a new product")

Positive moments:

- Identify the goal of the user (e.g., "I want to buy a new product")
- Identify the process (e.g., "I want to buy a new product")
- Identify the goal of the user (e.g., "I want to buy a new product")
- Identify the process (e.g., "I want to buy a new product")

Negative moments:

- Identify the goal of the user (e.g., "I want to buy a new product")
- Identify the process (e.g., "I want to buy a new product")
- Identify the goal of the user (e.g., "I want to buy a new product")
- Identify the process (e.g., "I want to buy a new product")

Areas of opportunity:

- Identify the goal of the user (e.g., "I want to buy a new product")
- Identify the process (e.g., "I want to buy a new product")
- Identify the goal of the user (e.g., "I want to buy a new product")
- Identify the process (e.g., "I want to buy a new product")

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