


Customer Journey Map For Tailoring App

Customer Stages	Stage 1	Stage 2	Stage 3	Stage 4
Touchpoint	Facebook posts	Websites	Emails	Referral
Customer Thoughts	To explore the posts	To explore the websites for product quality	For the advertisement purpose for product application	Referral because of standard of the product which have been customers already bought
Overall Customer Experience				
Pain Points	We rectify our mistake soon which have been done by ourself	Move on to new things which we are going to release	Give good products as soon as possible	Refund and return are acceptable for our damaged products
Ideas To Improve	By offering more discounts	Offer more attractive collections	Astonished advertisement are given	Combo offers and quality clothes are offer to improve the ideas