User Journey

JOURNEY STEPS Which step of the experience are you describing ?	DISCOVERY Why they Started the journey	REGISTRATION Why would they trust us?	ONBOARDING AND FIRST 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; To avoid the quality of product; Check inventory and when to start; Availability of the product	By visualization stores; Complete understanding of the product	Avoiding stock and over stocking; By inventory of each product; Cost of Inventory	Time to identify 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 availability of the product; Help to find the relevant information about retail stores stock inventory	Tracking inventory in advance; Reordering point; Availability of stock at time	Low quality miserable; Over cost anxiety quality satisfaction
TOUCHPOINT What part of the service do the interact with?	Short time forwarding; over stock; quality time information	Multi product inventory analysis; Weekly report; Get instant product analysis	Reorder to avoid stock-out; Ordering product when they need; Product quality and quantity	Quality product of services; Purchase & obtain stock inventory
CUSTOMER FEELING What is the customer feeling ? Tip: Use the emoji app to express more emotions		🤔	😟	🎈🎈🎈🎈🎈

BACKSTAGE

OPPORTUNITIES What could we improve or introduce ?	USER FRIENDLY	PROPER ANALYSIS	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	02/11/2022
Team ID	PNT2022TMIDO6777
Project Name	Retail store stock inventory
Maximum Marks	4marks