TEAM ID: PNT2022TMID17956

PHASE						
What are the high-level phases across the customer journey?	PURCHASE SALES SALES MARKET & SELL SUPPORT & SERVE TO MAINTAIN SUPPORT & SERVE A GO USE	DISCOVERY	REGISTRATION	LOGIN	FIRST USE	SHARING
ACTIONS		Sellers who would like to	Inorder to use this dashboard,	User logs in with their	The user makes use of the	The user generates a report about
What are the actions taken by the customer?		enhance their salse find about the software	the customer creates their own account	newly created	analysis provided to discover ways to improve sales	report about their sales figures for future
				account	figures	reference
NEEDS AND PAINS	S	Enough people must get to know about the	The registration	The login should be clear about what is	The UI must	The user must be able to generate their report in a
What does the customer want to achieve or avoid?		existence of the software	be quick and easy	happening i.e., logged in or invalid user, etc,.	be user friendly	hassle free and understandable format
					Tools	
TOUCHPOINTS What channels does the customer use to reach		Access software	Registration Form	Login Window	available on the	Generate report button
you?					dashboard	
CUSTOMER FEELIN	NGS		0.0			
What attitude or emotion does the journey evoke?		Thrilled	Learning how to use	Excited	Delighted	Happy
					Users	
OPPURTUNITIES What are the steps taken internally to support the customer behavior?	-0-0-0		New users	Users start using the	discover new ways to	Users fulfill
		about the software	arrive	software	enhance sales	their needs