Project Design Phase II Customer/User Journey Map

Date	08 October 2022
Team ID	PNT2022TMID07052
Project Name	AI BASED DISCOURSE FOR BANKING INDUSTRY
Maximum Marks	

Discovery Why do they even start the journey?	Registration Why would they trust us?	Onboarding and First Use How can they feel successful?	Sharing Why would they invite others?
Check their account balance	Required Provide Researce Answer support and FAQs quick answer	They can ask thandle the different the their queries of separating diseases of search their general fields that the search thandle search than the search than the search than the search thandle search than the search that the search that	Able to solve customer 24/7 support information and faster rate security
provide inability to instant understand respense emotions	Consumers Convenient Provide proactive support	wants instant theme answer for wants to response and quick enterer discontinuing of anythine 24/7	They want to be able to record able to researched benefits appostic transmission apposits to record able to rec
customer service	Convenational secure and multi- multi- Transactional channel	easy collect save time provide scalability feedback and money support	Locate Response in nearby ATM Voice customer and assistance preferred language
8	%	2	56
Identify leads at the right time. It can helps to deliver more interactive and engaging customer experiences	optimizing it iteratively on the basis of conversational data analytics	Analyzing passed data and making assumptions on what is right or wrong	
Admin & customers	Customers	Customers	Customers
	Check their secount balance Provide inability to instant response weedows Customer service Customer service Identify leads at the right time, it can helps to deliver more interactive and engaging customer experiences	Why do they even start the journey? Why would they trust us? Check their account: balance balance provide inability to instant: understand emotions Provide proactive support Convenient Access Convenient Access Provide proactive support Convenient Access Secure and multi-framactional send Transactional for the basis of conversational data analytics admin 8.	Why do they even start the journey? Check their account balance Required support Required support Required support Provide states of support Consumers hate to wait response emotions Consumers Recuired support Consumers Required support Required support

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