

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.

Created in partnership with



Share template feedba



It should be

good time

The application

sends reminders to

users about

treatment.

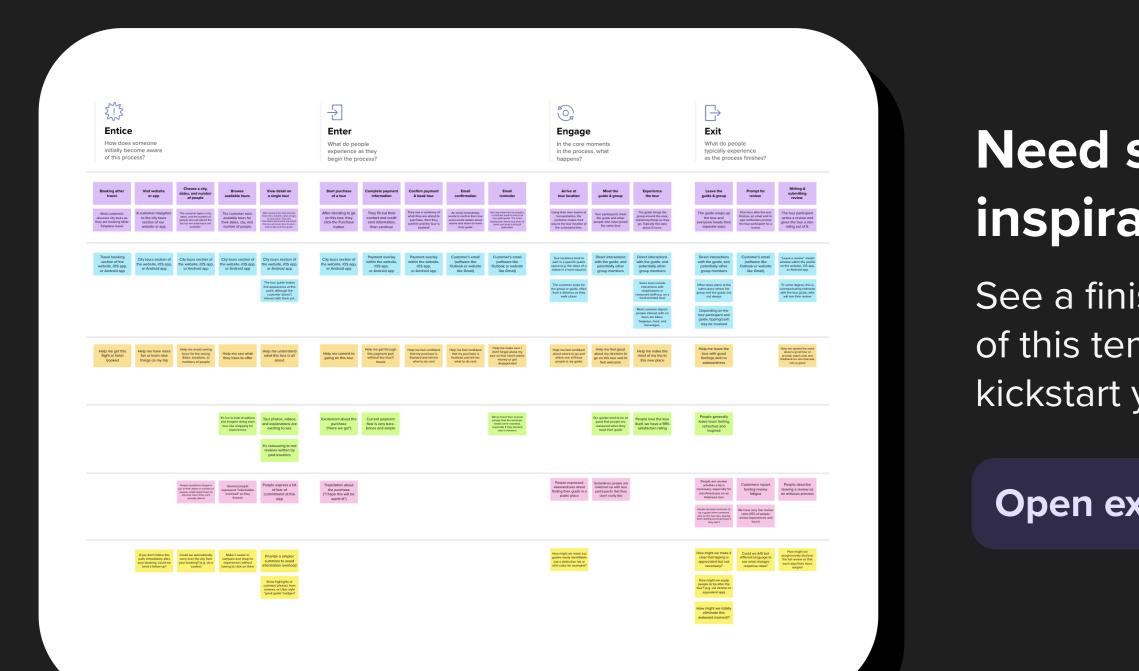
users if their uploaded

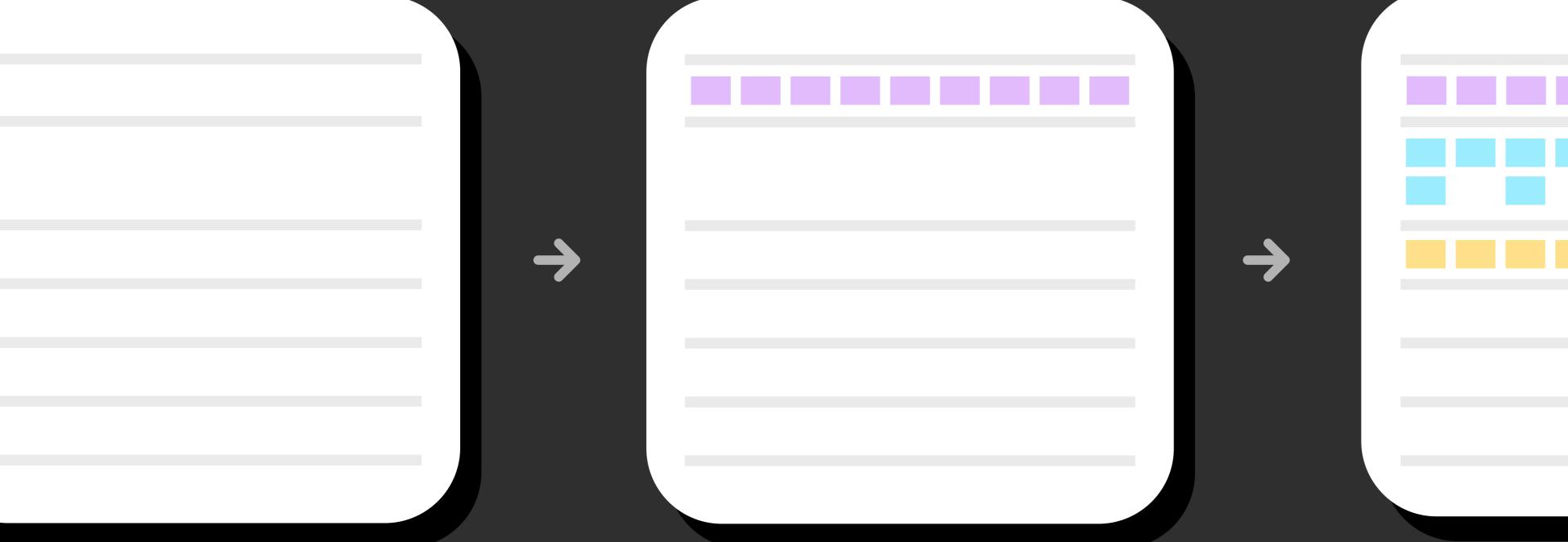
future

reference.

Crucial to maintain

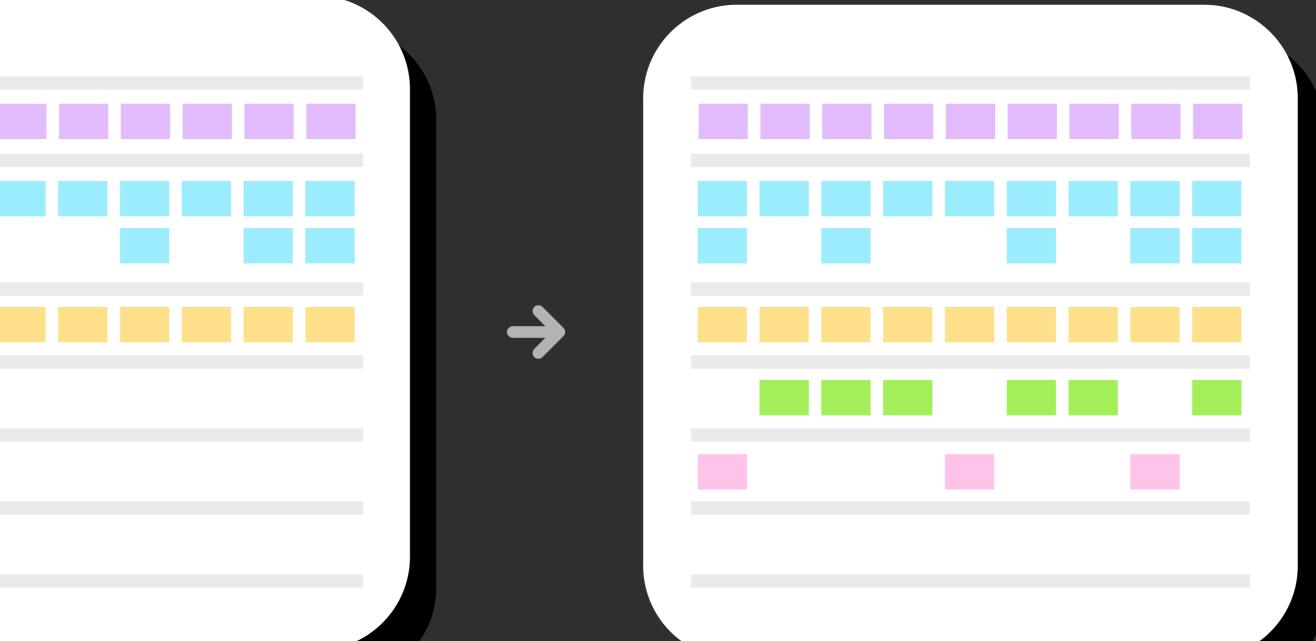
privacy of the users.





Areas of opportunity

What have others suggested?



view of the problem.



web model for first

time users.