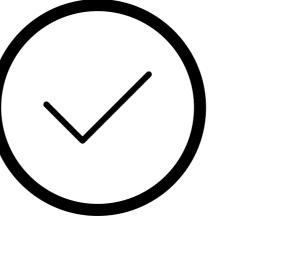
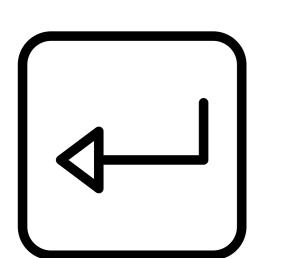
Browsing, calling and consulting the problem with an agent



Entice

How does Someone initially become aware of this process?



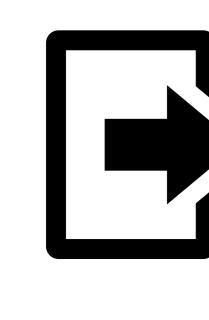
Enter

What do people experience as they begin the process?



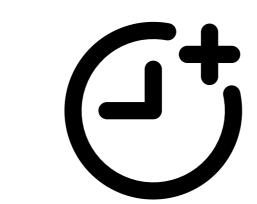
Engage

In the core moments in the process, what happens?



Exit

What do people typically experience as the process finishes?

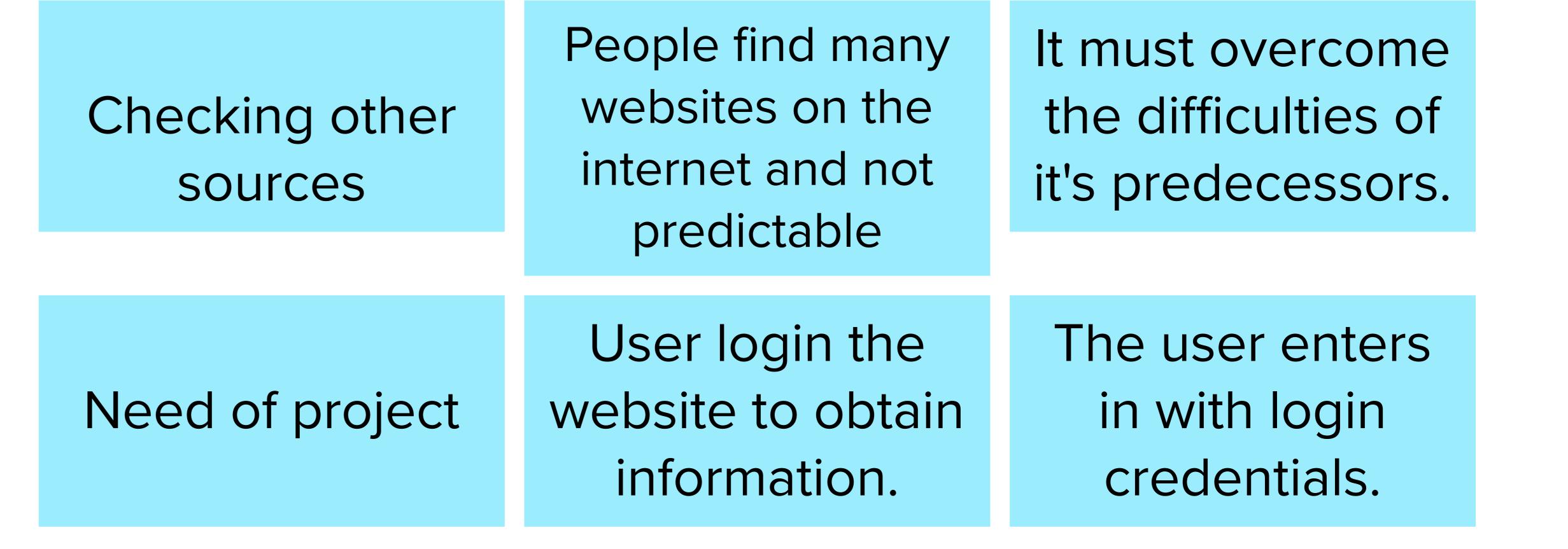


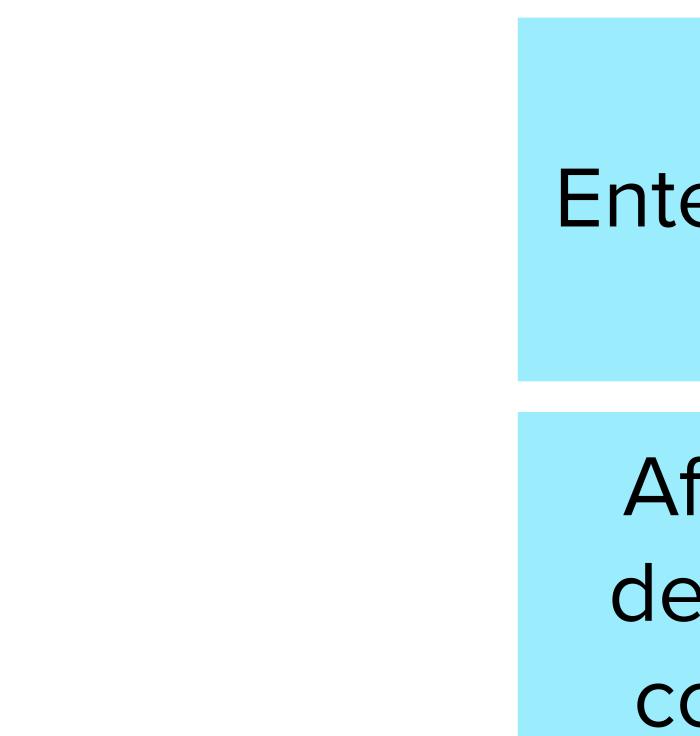
Extend

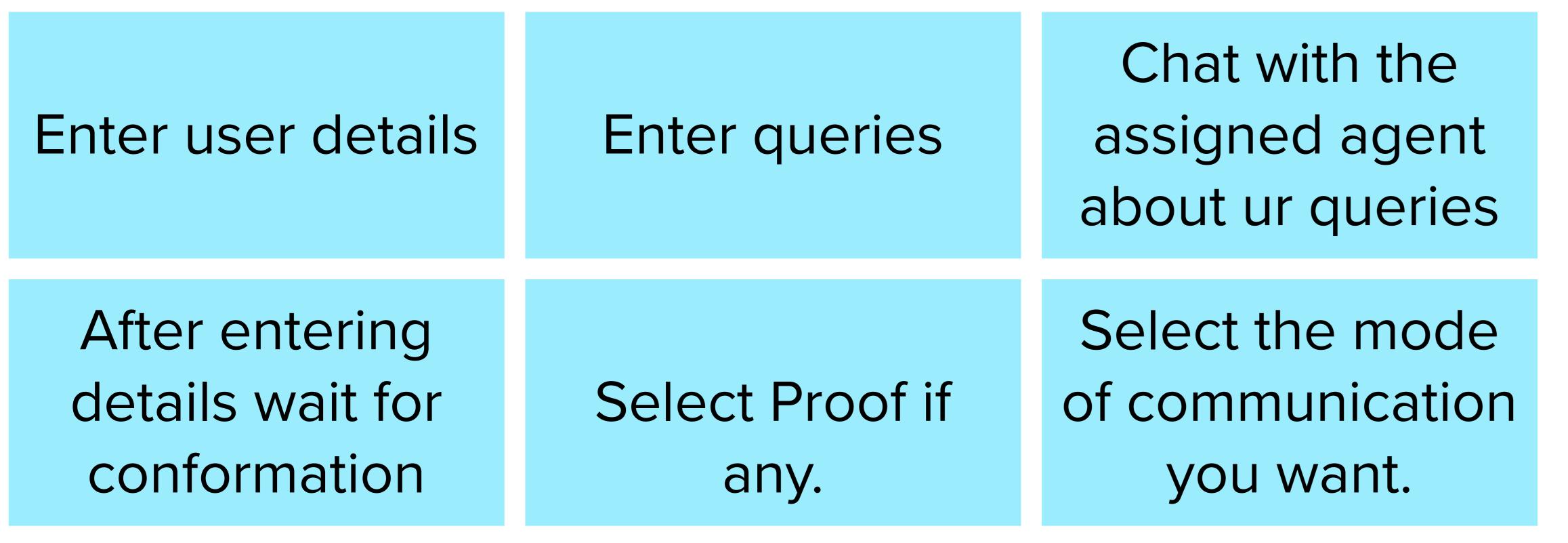
What happens after the experience is over

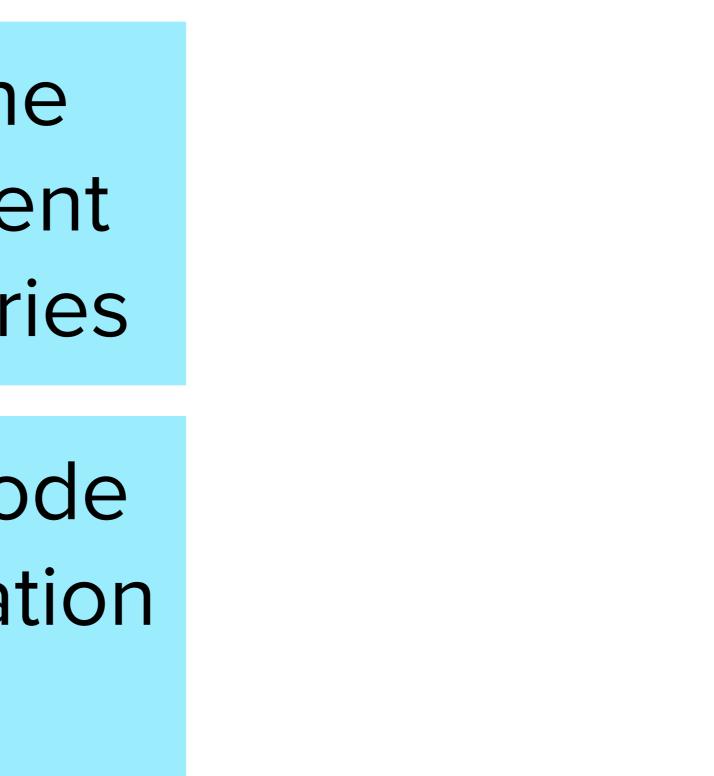


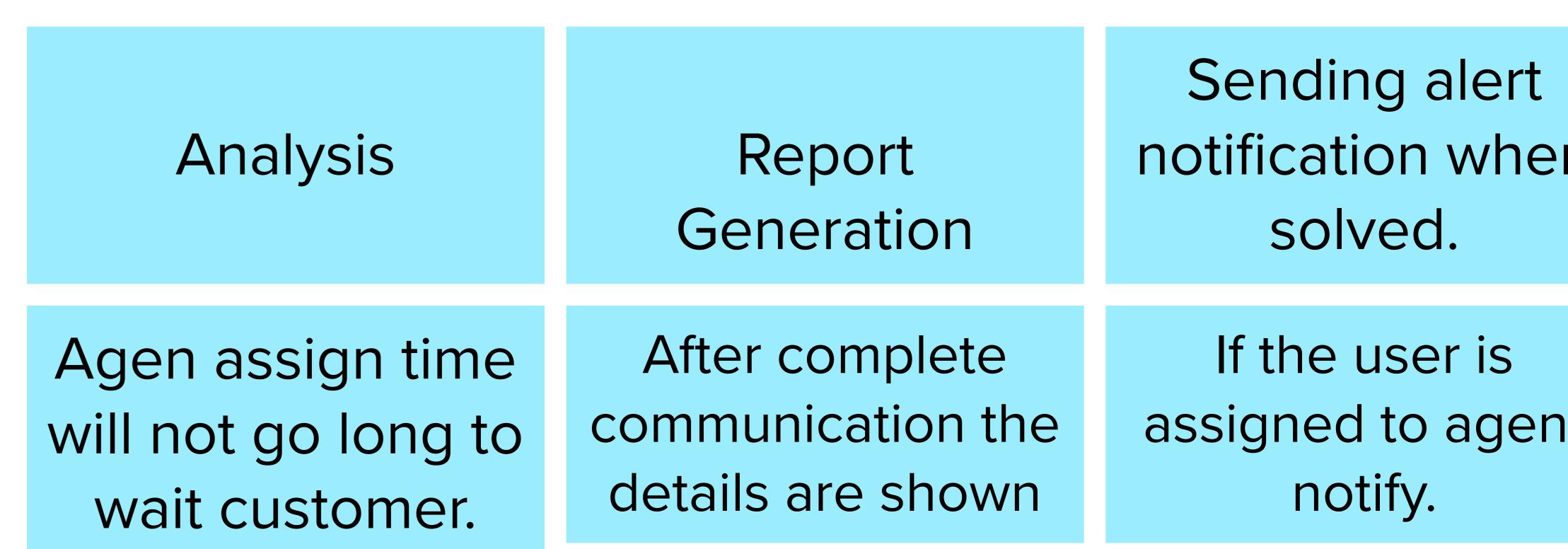
What do the person typically experience?



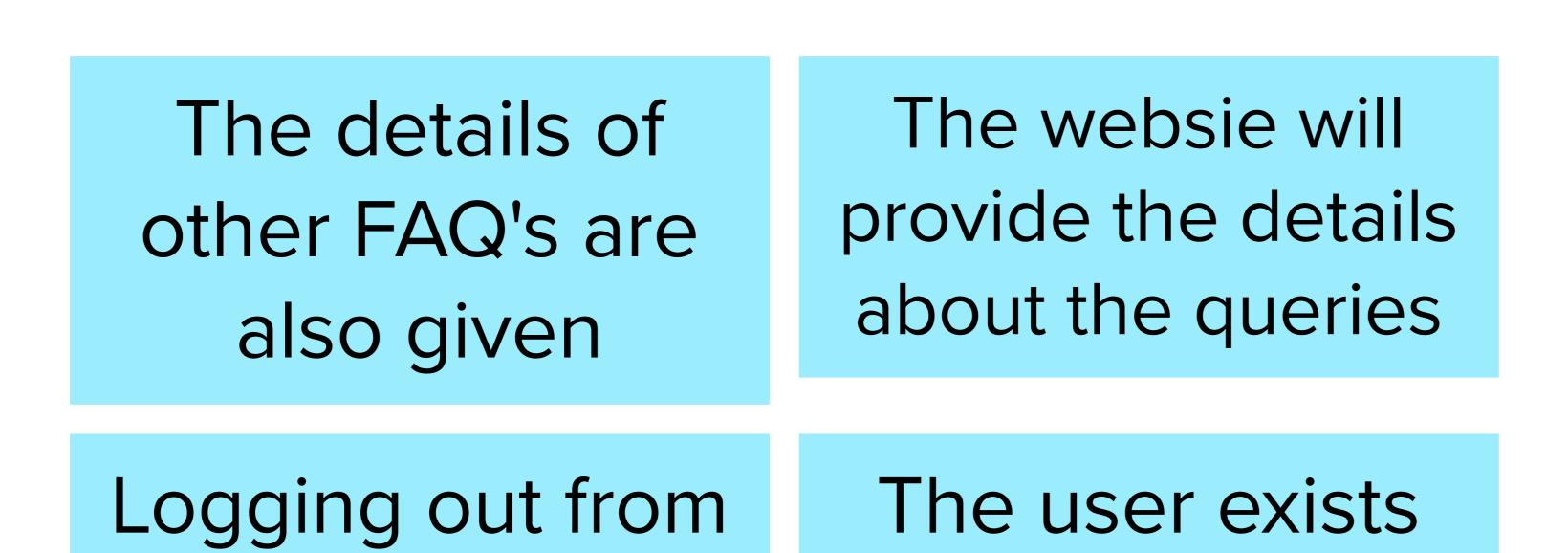








Analysis	Report Generation	Sending alert notification when solved.
gen assign time ill not go long to wait customer.	After complete communication the details are shown	If the user is assigned to agent notify.



the website after after receiving

the details

work done.

The user will be Able to solve the aware of the the problem without problem in future. trouble. Feedback from User recommends the user side the changes to bemade in the



What interactions do they have at each step along the

- People: Who do they see or talk to?
- Paces: Wher are they?
- Things: What digital touchpoints or physical objects would they use?

the user in web protal will be verified with the database and allows access.



At each step, what is a person's primary goal or motication?("Help me..." or "Help me avoid...")

Ease of use of the website by the user.

A clear guidance of using the

Showing the list of FAQ which are asked earlier.

Asking the details of the user.

Differentiate answered and unanswered

Send notification

The user credentials should be collected only on



Whats steps does a typical person find enjoyable, productive, fun,