

PROJECT DESIGN PHASE -II

CUSTOMER JOURNEY MAP

DATE	11 OCTOBER 2022
TEAM ID	PNT2022TMID07720
PROJECT NAME	INVENTORY MANAGEMENT SYSTEM FOR RETAILORS
MAXIMUM MARKS	

CUSTOMER /USER JOURNEY MAP:

User journey

by the Design Team of Accenture Interaction NL

People 2-9
 Time 30 min
 Difficulty Beginner

Creating a user journey is a quick way to help you and your team gain a deeper understanding of who you're designing for, aka the stakeholder in your project. The information you add here should be representative of the observations and research you've done about your users. [?](#)

1 Phases High-level steps your user needs to accomplish from start to finish	LOGIN/REGISTER	HUB REGISTERING / PROVIDING ACCESS TO HUB MANAGERS	PRODUCTS SALES DETAILS ENTRY/ PRODUCTION DETAILS	ANALYSING UNIT/ ALERT TO CUSTOMER USING MAIL AND AI CHAT BOTS
2 Steps Detailed actions your user has to perform	CUSTOMER NEED TO OPEN AN ACCOUNT IN OUR WEBSITE NEED TO FILL THE DETAILS OF THEIR BUSINESS HAVE TO GIVE THE DETAILS OF THEIR BRANCHES	IN THIS CUSTOMER NEED TO REGISTER THEIR HUBS NEED TO PROVIDE HUB DETAILS NEED TO ALLOCATE HUB MANAGER BY PROVIDING THEM A SEPARATE CONSTRAINED ACCESS	PRODUCT SALES DETAILS / CUSTOMER DETAILS PRODUCTION DETAILS/HUB RANK DETAILS DEMAND OF THE PRODUCTS IN HUB'S	ANALYSIS OF THE DEMANDS ALLOCATING THE RANK FOR THE PRODUCTS COMMUNICATION SYSTEM
3 Feelings What your user might be thinking and feeling at the moment	EASY TO MAINTAIN THEIR INVENTORY THERE WILL BE REMOTE ACCESS SO THEY DON'T NEED TO CARRY DATA EVERYWHERE	THEY CAN ABLE TO MAINTAIN THEIR HUBS IN A EASY WAY THERE IS NO NEED TO CREATE A SEPARATE ACCOUNT FOR EACH HUB ALL THE DETAILS WILL BE GROUPED TOGETHR	THEY CAN ABLE TO TRACK THEIR PRODUCT DETAILS THEY CAN ABLE TO MAINTAIN THEIR STOCKS EASILY REGULAR NOTIFICATION ABOUT THEIR STOCK MOMENT	THEY WILL RECEIVE SUGGESTIONS ON THEIR STOCK MAINTENANCE WHETHER THEY WILL CHARGE EXTRA COST FOR ACCESSING THIS SERVICE
4 Pain points Problems your user runs into	THEY CAN'T ABLE TO USE THIS PRODUCT WITHOUT AN INTERNET CONNECTION	THEY NEED TO SHARE THEIR DATA TO OTHER'S	THEY NEED TO SHARE THEIR SALES AND CUSTOMER DETAILS TO OTHER ORGANIZATION	EXTRA COST FOR ACCESSING THIS SERVICE
5 Opportunities Potential improvements or enhancements to the experience	THEY CAN ABLE TO MAINTAIN THEIR STOCKS IN A EFFICIENT WAY	THEY CAN ABLE TO REDUCE THE MANPOWER	THEY CAN AVOID MISTAKES IN MAKING ORDERS TO FILL THEIR STOCK'S	USING THIS THEY CAN ABLE TO PROVIDE A GOOD EXPERIENCE TO THEIR CUSTOMER

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