CUSTOMER JOURNEY MAP:

Scowling Browning, attending, and rating a local city tour	Entice How does someone Initially become aware of this process?	Enter What do people experience as they begin the process?	Engage In the corp moments in the process, what happens?	Exit What do people typically experience as the process finishes?	Extend What happens after the experience is over?
Steps What does the person (or group) typically experience?	Visit websites special range to their hope of their hope o	Descriptionship Description to subject to the subje	Checking the insep: Process the insep: Checking the insep: Checking the insep: Checking the insep: Order advanced to the insep: I was a consent on process in the insep: I was a consent on process in the insep: I was a consent on process in the insep: I was a consent on process in the insep: I was a consent on process in the insep: I was a consent on process in the insep: I was a consent on process in the insep: I was a consent on process in the insep: I was a consent on process in the insep: I was a consent on process in the insep: I was a consent on process in the insep: I was a consent on process in the insep: I was a consent on process in the insep: I was a consent on process in the insep: I was a consent on process in the insep: I was a consent on process in the insep: I was a consent on process in the insep: I was a consent on process in the insep: I was a consent on process in the insep: I was a consent on process in the insep: I was a consent on process in the insep: I was a consent on process in the insep: I was a consent on process in the insep: I was a consent on process in the insep: I was a consent on process in the insep: I was a consent on process in the insep: I was a consent on process in the insep: I was a consent on process in the insep: I was a consent on process in the insep: I was a consent on process in the insep: I was a consent on process in the insep: I was a consent on process in the insep: I was a consent on process in the insep: I was a consent on process in the insep: I was a consent on process in the insep: I was a consent on process in the insep: I was a consent on process in the insep: I was a consent on process in the insep: I was a consent on process in the insep: I was a consent on process in the insep: I was a consent on process in the insep: I was a consent on process in the insep: I was a consent on process in the insep: I was a consent on process in the insep: I was a consent on process in the insep: I was a consent on pro	Leave the websits Aborning connect Interval of Column The Colum	Pertonalized Becommendation - *** Agencing as an - *** Expension of - *** Expension of - *** *** *** **** **** **** **** ****
Interactions What interactions do they have at each step storing the way? # Peopler Who do they see or talk to? # Places: Where are they? # Things: What digital touchpoints or physical objects would they use?	Updated change section of the sectio	Upon at or touch mountained of Coulged assoltion sections.	Paga personage of Chipol and has of widols of widols of	tennestro uili he- besser	Reconstruidelon sper across website
Goals & motivations At each step, what is a person's primary goal or motivation! ("Help me." or "Help me anold")	Noty on its find that Noty one is the desired to be a bounded or complete solution Indianates of the desired	Metho one is splined today one is a secure that integer management the slight	Hop, on to shoot when the state of the state	Height and instruct that went of the proof of the control of the c	Help me to ouggest others to make use of the website.
Positive moments What steps does a typical person find engineshin productive fire, motivoting, dailightful, or exciting?	To sections where the digits we see that digits we see that digits we see that digits we exceed the digits of the	Endowed to day recognition in the companion of day.	This apprisance on part a process of the part a process of the part a pa	Fertice solds for the control of th	No GUY page No. Test recommission leaves to great Society
Negative moments What stops does a typical person floof frastrating, conclusing, angering, costly, or time-consuming?	Proofs controlled which comes a list control comes in the controlled controll	Program shipp has a distance or special state of the stat	Sees programs Se		
Areas of opportunity How might we make each step better? What ideas do we have? What have others suggested?	Could tee get a rever mental tength and varieties from the country varieties of convert, convert,	Could no pair a long-pried on exhaused	Coloi or get on top top top top top process	Con one get history of rancegritude digits	Here regist we have that the confuser fixed good and solutions []