

PROJECT DESIGN PHASE -II


CUSTOMER JOURNEY MAP


DATE	12 OCTOBER 2022
TEAM ID	PNT2022TMID28174
PROJECT NAME	INVENTORY MANAGEMENT SYSTEM FOR RETAILORS
MAXIMUM MARKS	2 marks


CUSTOMER JOURNEY MAP:

User journey

by the Design Team of Accenture Interactive 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. [D](#)

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/production details	Analysing unit/rent 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 websites.	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 entry/ customer details	Production details/Hub rank details	Demand of 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 every where.	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 together.	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		
	they can Routinise/curate of their data.			It's a tedious task to maintain every hub from single point.			It's a huge data how it will manage			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.			the can able to reduce manpower.			They can avoid mistakes in making orders to fill their stock's			Using this they can able to provide a great experience to their customer		Use of this enabled the team of product sales, different sales and customer.

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