Customer Journey Map

Date	8 october 2022
Team ID	PNT2022TMID17200
Project Name	Project - Customer Care Registry
Maximum Marks	2 Marks

Customer journey map

Phases	Motivation	Information Gathering	Analyzes other Help desk	Chooses the most efficient way	Ticket Resolved
Actions	Wants to solve customer issue	Wants to choose efficient way	Comparing other help desk	Existing interface is efficient compared to other help desk	By assigning Agent
TouchPoints	The customer gets excited	After raising issue no proper response fom agent	The user amsued by the services provided by the admin	After assigning agent admin not noticing the process	After solving problem not updated properly to customer
Customer Feeling	😀	😫	😃	😐	🙁
Customer Thought	customer thinks raising issue will be resolved	customer thinks it will take more duration	customer thinks alter solution will be available	the agent assigned solving the issue on time	the customer will think the interface will be user friendly
opportunities	The customer get better service	The customer know about the process through email	The customer aware of the actions taken by agent	The customer comes to know which help desk is better	The customer will enjoy the journey