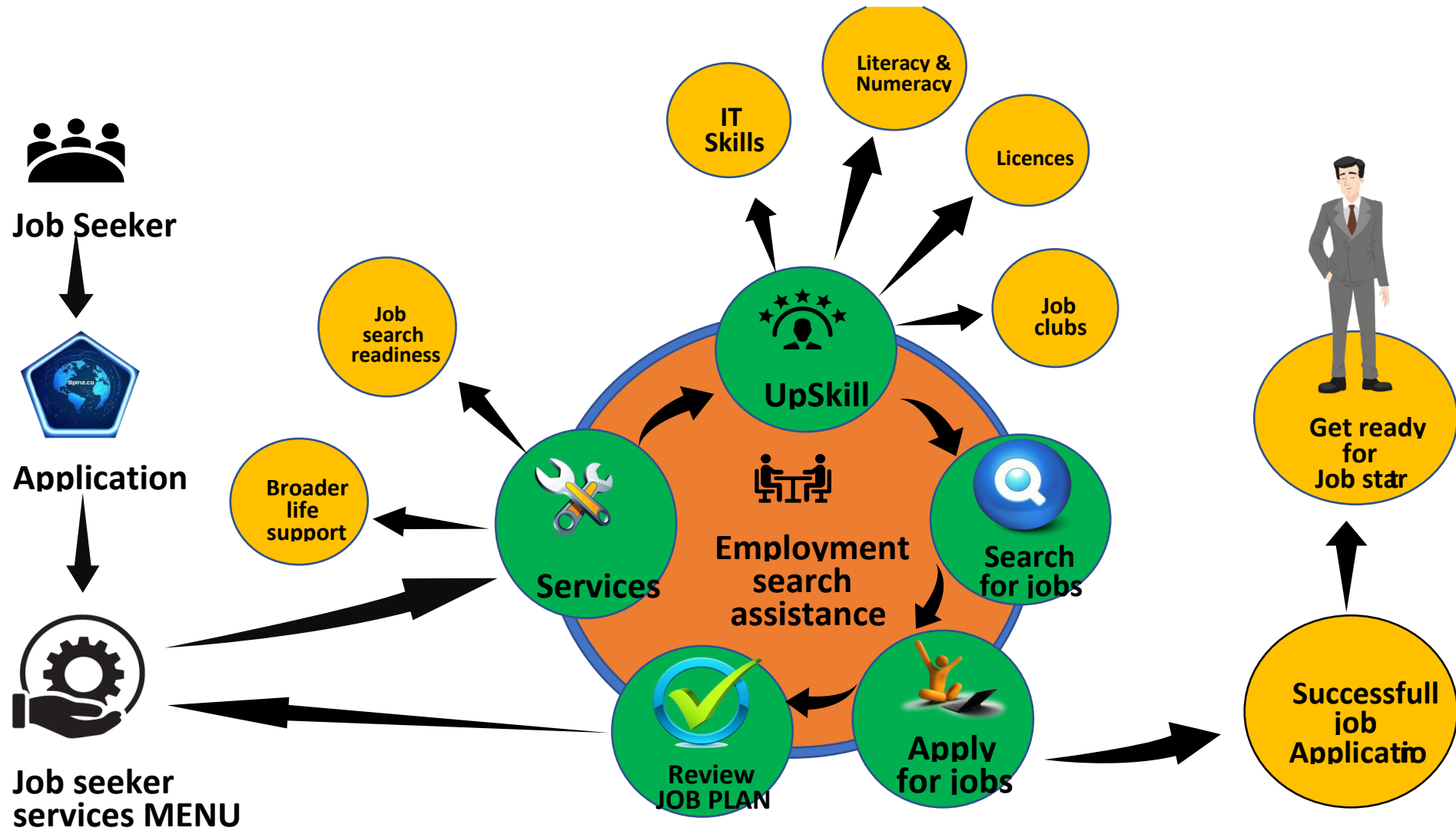


Date	03 October 2022
Team ID	PNT2022TMID17378
Project Name	Job/Skill recommender- Cloud Application Development
Maximum Marks	2 Marks

customer journey:

A customer journey refers to **the path of interactions an individual has with your brand, product and/or services**. It describes both direct interactions such as contacting a customer service team, to indirect interactions such as hearing about a brand at an event.

STAGE	AWARENESS	CONSIDERATION	DECISION	SERVICE	LOYALTY
CUSTOMER ACTIVITIES	see social media campaign Hear about from friends	Conduct reach, compare features and pricing	Make a purchase	Contact customer service, Documentation, read product and service	Share the experience
TOUCHPOINTS	Social media, Traditional media , word of mouth	Social media, Websites	Website, Mobile app	Chatbot, Email notification	Social media, word of mouth Review sites
CUSTOMER EXPERIENCE	Interested, Hesitant	Curious, Excited	Excited	Frustrated	Satisfied, Excited
KPIS	customer feedback	New website visitors	Conversional rate	Waiting time, customer service score	Customer satisfaction score
RESPONSIBLE	Communications	Communications	Customer service	Customer service	Customer service, Customer success





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**User can tack the
Login**



