




# CUSTOMER JOURNEY MAP

<b>Journey Steps</b> Which step of the experience are you describing?	<b>Registration</b> Why would they trust us?	<b>Onboarding and First Use</b> How can they feel successful?	<b>Sharing</b> Why would they invite others?
<b>Actions</b> What does the customer do? What information do they look for? What is their context?	<div data-bbox="647 472 774 558">Through website login</div> <div data-bbox="805 472 932 558">Free login</div>	<div data-bbox="1189 468 1317 554">On seeing profit on their business</div> <div data-bbox="1391 468 1518 554">view variety of products</div> <div data-bbox="1623 468 1750 554">On seeing less loss in their business</div>	<div data-bbox="1931 478 2058 564">To share their success secret</div> <div data-bbox="2140 478 2267 564">To know the stock demand</div>
<b>Touchpoint</b> What part of the service do they interact with?	<div data-bbox="639 694 766 779">Can access website for free</div> <div data-bbox="797 694 924 779">Alert messages will be given</div>	<div data-bbox="1319 694 1447 779">Less cost</div> <div data-bbox="1485 694 1612 779">User instruction</div>	<div data-bbox="2020 694 2147 779">Sharing of stock details with the wholesale seller</div> <div data-bbox="2165 694 2293 779">Sharing of total stock price</div>
<b>Customer Feeling</b> What is the customer feeling? <i>Tip: Use the <b>emoji app</b> to express more emotions</i>			
<b>Opportunities</b> What could we improve or introduce?	<div data-bbox="596 1089 1029 1146">Through phone calls to</div>	<div data-bbox="1131 1089 1546 1158">By a trail video educating on how to</div>	<div data-bbox="1905 1089 2321 1158">We charge on sharing once dashboard with</div>
<b>Process ownership</b> Who is in the lead on this?	<div data-bbox="733 1243 861 1329">we</div>	<div data-bbox="1391 1243 1518 1329">Group of people</div>	